

Yuma Fire Department

Community Risk Assessment: Standards of Coverage (CRA-SOC)



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Yuma Fire Department
Community Risk Assessment:
Standards of Coverage

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On behalf of the Fire Chief and Accreditation Team We would like to offer
Special Thanks to all YFD and City Personnel for their assistance in the development of
the CRA-SOC and Fire and Emergency Services Self-Assessment Manual (FESSAM).

Thank you.

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The Standard of Coverage-Community Risk Assessment is considered a “living” document. Annually a review of the SOC-CRA shall be performed by the Accreditation Team to ensure it remains both current and relevant.

Annual Review	AM Signature	Fire Chief Approval	Date
2019 Review			
2020 Review			
2021 Review			
2022 Review			
2023 Review			

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A. Introduction

Purpose

The Yuma Fire Department strives to provide the highest level of professionalism and efficiency in response and program delivery to the citizens and visitors to the City of Yuma. As part of the process to strive for excellence, the Yuma Fire Department has been committed to achieving this level through evaluation, review, and progressive development of the many programs and services we deliver. This process of self-evaluation was originally brought forth when the Yuma Fire Department initially began moving toward agency accreditation, an industry gold standard, through the Commission on Fire Accreditation International (CFAI) in 2003. Since the initial success, as one of less than 300 accredited agencies internationally, the Yuma Fire Department has continued to strive toward continuous improvement in order to effectively serve the needs of the community. This document, the Community Risk Assessment: Standards of Coverage (CRA-SOC) has been one of the guiding tools used through the process to evaluate risks in the community, and ensure that what is provided by the agency to address these risks is effective, efficient, and based on sound decisions.

For the Yuma Fire Department to be effective in providing the needed services safely and efficiently to the members and visitors to the City of Yuma, the department must first understand the needs and the associated risks within the community. To do this, the Commission on Fire Accreditation International (CFAI) has established, as part of the accreditation process, the Community Risk Assessment: Standard of Coverage process. The Yuma Fire Department's Community Risk Assessment: Standard of Cover (CRA-SOC) provides an in-depth internal evaluation and analysis of agency response practices based on the Risk Assessment of the City of Yuma.

The Standard of Coverage Community Risk Assessment provides a thorough evaluation process to determine community needs and how the Yuma Fire Department addresses those needs. In addition to identifying specific needs, the CRA-SOC provides an opportunity to evaluate areas of needed improvement and to provide a factual basis that provides direction for adjustments to the agency's response practices and services.

This document provides a review of current department operations from each division and provides an explanation of current services provided, response practices based on historical data, and provides insight into the future direction of the department.

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Executive Summary

The City of Yuma Fire Department has a proud history of providing the most efficient and professional services to the citizens whom we serve. Since the creation of the Fire Department in 1900, we have grown and developed, keeping pace with the community around us. Our goal is to continue to develop and advance to meet the ever-changing needs of the community as well as to fulfill our vision through our stated Mission Statement.

The City of Yuma Fire Department is committed to the continued and uninterrupted process of accreditation through the Commission on Fire Accreditation International, (CFAI). This process allows us as a Department to evaluate our operations from within, followed by an outside review to verify and validate all aspects of the processes we perform and provide. This system allows us to constantly evaluate our actions and make adjustments as necessary. This Standard of Coverage Community Risk Assessment Document is part of this process.

The City of Yuma Fire Department's Standard of Coverage Community Risk Assessment Document provides information on how this process was achieved. As part of this document development, we have identified our critical task requirements for the services we provide, established our benchmark response times to achieve the identified requirements and evaluated how well we perform at meeting these benchmarks. Along with this process, we have addressed the City to which we respond. This was done by identifying our areas of response, to include specific hazards within each of these areas. These processes allow us to work toward achieving our established goals and objectives.

The City of Yuma, like most cities across the nation, experienced financial challenges during the recession. As the economy has recovered, the City of Yuma has struggled to recover due to increases in personnel benefits costs and the State of Arizona sweeping funds that were originally intended to support the General Fund. These financial situations caused our department to have to reduce minimum staffing in January 2017. We are set to recover these positions due to the agency receiving funds through the Federal Emergency Management Agency's Staffing for Adequate Fire and Emergency Response grant.

This process of self-assessment and the development of the Standard of Coverage Community Risk Assessment Document have given us an opportunity to show to ourselves, as well as the community, that we truly do strive to instill a sense of safety, security, and pride in those we serve through professional emergency intervention, education, and prevention services.

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B. Yuma-the Community Served-Documentation of Area Characteristics

Legal Basis

The City of Yuma was incorporated as a charter city in 1914 and adopted its first charter in June of that year. Yuma is the economic hub and county seat of Yuma County. The City is located along the Colorado River in southwestern Arizona and is the halfway between the major population centers of Phoenix, Arizona and San Diego, California.

The City operates under a council-manager form of government. The City Council consists of six members elected at large for staggered four-year terms. The elected Mayor is the seventh voting member of the council, who, along with the remaining council members are elected on a non-partisan basis. The City Council is responsible for passing ordinances, adopting the budget, appointing members of commissions and hiring the City Administrator. The City Administrator carries out the policies and ordinances of the City Council, oversees the day-to-day operations of the City and appoints the various department heads.

The City of Yuma Fire Department is a legally established Department, outlined within the City Charter, Title 3, Chapter 31: Section 31-01, Departments established, as amended by City Ordinance 2000-34 on June 21, 2000. The legal authority for the City to establish such a Department is derived from the Charter of the City of Yuma, originally approved in 1915 by Arizona Governor W.P. Hunt. Those powers are authorized in Article III, Section 1, General Powers.



Area Description

Located in the Yuma and Gila valleys of Southwestern Arizona where Arizona, California, and Mexico converge is Yuma. With a climate that mixes pure desert sunshine with the cool waters of the Colorado and Gila Rivers, Yuma offers our residents a year-round vista of surrounding rugged mountains and green agricultural fields. The incorporated area of Yuma is approximately 119 square miles and houses over 101,620

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full-time residents. The City of Yuma is a full-service council-manager government and is governed by a charter, Arizona state statutes, and an adopted Strategic Management Plan. The City employs approximately 1,046 full and part-time employees in fourteen departments. Public services include police, fire, water and wastewater utilities, solid waste services, parks, recreation, and arts & culture services.

History of Yuma

Yuma's history dates to 1540 when Hernando de Alarcon, the Spanish explorer, became the first European to see the site of the present day City of Yuma. From 1540 to 1854, Yuma was under the flags of Spain and Mexico, but in 1854 became a territorial possession of the United States through the Gadsden Purchase. In the 1850's, Yuma became the major river crossing of the California gold seekers. From the 1850s to the 1870s, steamboats on the Colorado River transported passengers and goods to mines, ranches and military outposts in the area, serving the ports of Yuma, Laguna, Castle Dome, and others. In the early 1900's, the Yuma Project was completed by the US Bureau of Reclamation. This project established or expanded an irrigation canal system that has since used the Yuma area's senior water rights for Colorado River water to make Yuma a prime agricultural center.

Economic Base

Today, agriculture remains the largest segment of Yuma's economic triad of agriculture, military and tourism. Agribusiness now contributes over \$3.1 billion to Yuma's economy each year. The industry has grown from field production of vegetables and fruits to include a number of substantive production plants in which are produced fresh-cut salads and other value-added products. Even field production has changed by field-packing vegetables for shipment to market. Those products are now housed, while awaiting shipment across the country, in several large commercial cooling facilities.

Yuma is home to two military bases that are critical to the nation's defense. Both contribute significantly to Yuma's economy. The Marine Corps Air Station conducts pilot tactical training using the adjacent Barry M. Goldwater Range. Along with several attack squadrons, including the famous 'Black Sheep' squadron, the base is home to the Marine Aviation Weapons and Tactics Squadron One (MAWTS-1), which is the host of the graduate level, Weapons and Tactics Instructor Course (WTI). WTI is the Marine Corps version of 'Top Gun.' The Marine Corps Air Station is now home to the first operational squadrons of the new F-35 Joint Strike Fighter program. Another critical installation is the US Army Yuma Proving Ground. The proving ground is the Army's

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center for desert natural environment testing and evaluation. This includes testing of all types of material; including prototype combat vehicles, artillery, conventional munitions, aircraft and other items critical to the Army's mission. The proving ground also contracts with other nations for testing of specialized equipment from around the globe.

The third major segment is tourism. Yuma's abundant sunshine and unbeatable weather drew an estimated 95,000 winter visitors last year. The average visitor stays three months and adds significantly to the economy. Adding to this segment is the Yuma Crossing National Heritage Area. Established in 2000 by Congress, it is the first and one of only two national heritage areas west of the Mississippi River. The city's long-planned riverfront development is now in progress and will serve to make Yuma a travel destination throughout the year.

Financial Basis

The City of Yuma achieves financial support through both governmental and non-governmental funds. Governmental funds are categorized as major and non-major funds. The General Fund is categorized as a major governmental fund and is the primary source of funding for the fire department. In addition, non-major funds help finance fire department needs as well, the public safety tax is an example of a non-major funding source. Other non-major governmental funds provide short-term financial assistance to the fire department, including the receipt of state, federal and private grants. Although not considered a regular source of financial assistance, the Yuma Fire Department has received grant assistance through the Assistance to Firefighters Grant (AFG) (In 2015 YFD received AFG support for the replacement of aging SCBA) and the Staffing for Adequate Fire and Emergency Response Grants (SAFER) (In 2017 YFD received a SAFER grant to hire 9 new firefighters to return minimum staffing to 35) and the agency continues to submit applications for financial assistance as grant opportunities arise. In addition to the governmental type funds the City also provides proprietary funds to assist in long-term expenses for the department and the City, impact fees and Capital Improvement Program funds are examples. For Fiscal 2017 \$100,000 of CIP money has been allocated for a needs assessment to be performed on fire station 4 followed by \$1,000,000.00 of CIP funds slated to be spent in the fiscal year 2018 to address the findings of the study to enhance the crew safety and functionality of our oldest fire station.

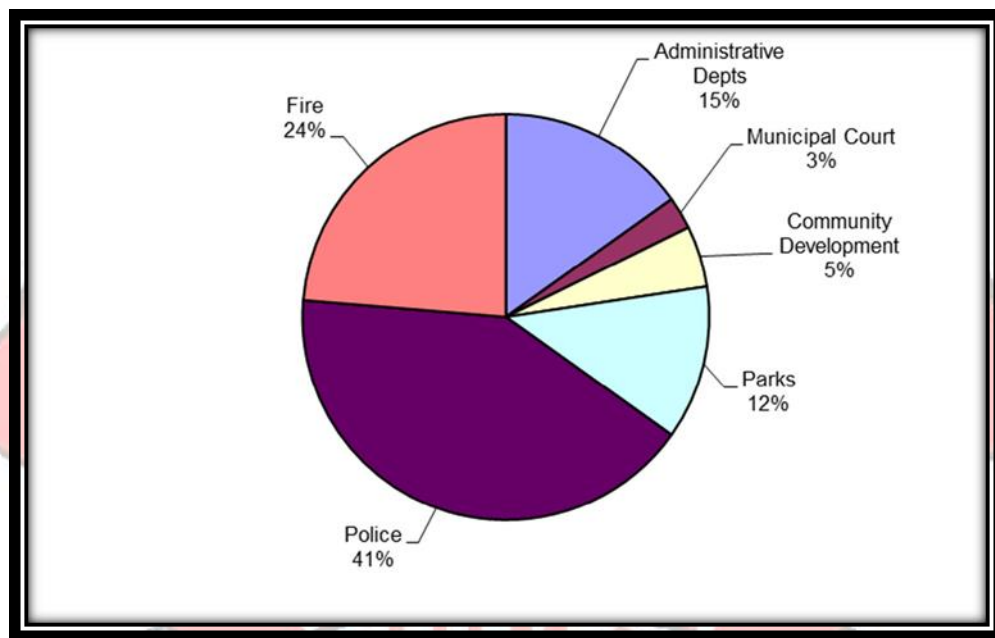
The General Fund is the primary source of revenue used by the department in support of the Agency's mission. The General Fund is derived from revenues paid to the City through local taxes (general sales taxes and property taxes) and through shared revenue

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sources distributed to communities across the State of Arizona. Revenues from ambulance transport are also a source for the General Fund. Of the total 2017-2018 estimated General Fund of \$73,064,841.00, the Fire Department constitutes expenditures of 24% or \$16,949,025.00 of the entire fund.

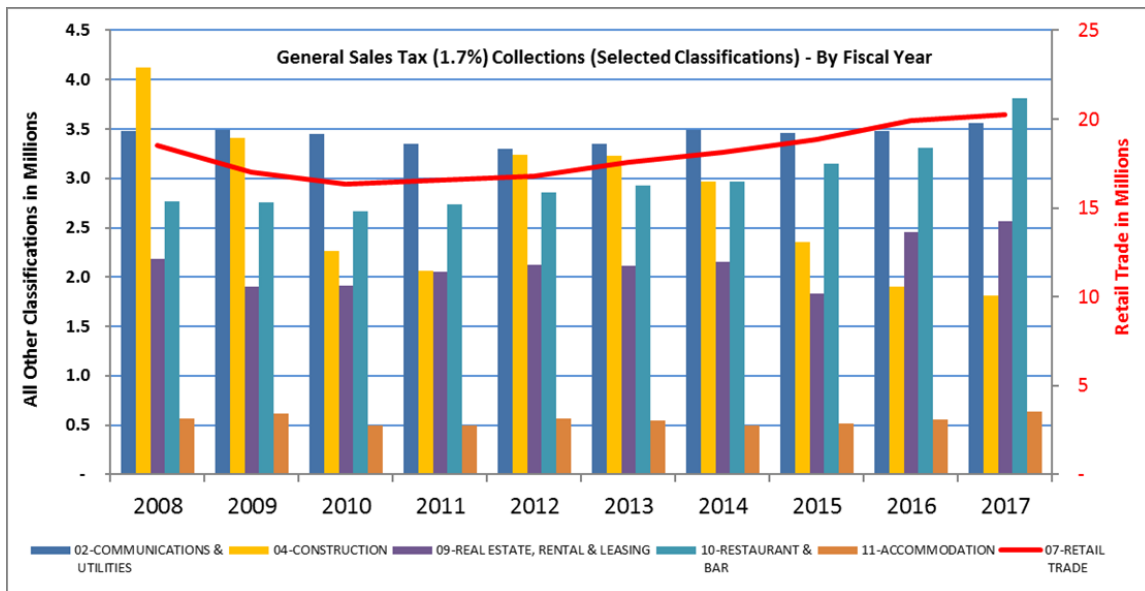
General Fund Breakdown by City Department



The financial outlook for the City of Yuma and the Fire Department is one of cautious optimism. According to the Comprehensive Annual Financial Report (CAFR), the most reliable economic indicator of the condition of the economy is sales tax. In the fiscal year, 2017 sales tax saw an increase of 3.3% and is conservatively anticipated to grow to 3.5% in coming fiscal year. The City and the Fire Department have continued to work toward maintaining a stable financial platform to continue to operate and provide the services the Community has come to expect.

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The Yuma Fire Department-Description of the Agency

The village of Yuma was without a means to fight a fire up until 1898. Until then, the citizens were called to the scene of a fire by the firing of the well-known six-shooter into the air two or three times, which sometimes worked and more often did not alarm anyone for the simple reason that it was a familiar sound “out here in the old west.” Being without fire hose of any kind, a bucket brigade would be formed, and the fire put out in that manner, if and when possible.

Sometime in 1898, a hose cart with 250 feet of hose was brought to the village. It is believed that large companies, such as the railroad, provided their own fire brigades. Pictorial accounts show the Southern Pacific Railroad Hose Company #1. Personnel organized, trained and in a small way, provided Yuma with some form of fire protection, but early photographs only portray these hose companies drilling or in parades.

The abilities of this fledgling hose company went unrecorded, if not untested, until August of 1899. At 3 am on August 30 the Gandolfo building on the corner of Second and Main Streets, occupied by the Sanguinetti and Gandolfo General Merchandise Store, caught on fire. This building was among the few, if not the only, two-story structures in town. Firefighters transporting hose carts were brought to the scene to fight the fire but were ineffective in reaching the seat of the fire on the second floor. As the fire spread on the second floor, citizens helped with the removal of merchandise from the lower floor. Disaster struck when the top floor collapsed, trapping five men in the burning building. The victims were identified as Jerry Tapia, Refugio Riveras, father of six, and City

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Councilman Harry Neahr and Julian Preciado (who was to be married later that same day). Richard Wilson was rescued from the burning building but later succumbed to his injuries.

Yuma's Sentinel Newspaper caught the mood of the town when the editor wrote, "a pall is cast over the city. Flags fly at half-mast, and all business has been suspended."

Shock and the realization of the need for ladders capable of extending high enough to fight a second story blaze soon brought the action. At the city council meeting of September 15, 1899, the decision was made to order ladders, helmets and protective clothing for the volunteer firemen. Two months later, the council decided a special volunteer company was needed to handle the ladders.

Based upon the recording of these as facts on January 25, 1900, Hook and Ladder and Chemical Company No. 1 of the Yuma Volunteer Fire Department was organized. As Yuma continued to expand and grow the Yuma Volunteer Fire Department worked to meet the challenges of the growth.

Through the years the Yuma Fire Department has embraced new challenges and operational changes, today the City of Yuma Fire Department has become an "all hazards" agency providing a wide variety of both emergency and non-emergency services and is always looking to the future to be on the forefront of providing for, and meeting, the wide variety of needs of our community.

Service Milestones

Through the years many influential leaders have led the Yuma Fire Department. Through their leadership and the community's support, the agency has grown and developed, and this will continue into the future. The foresight and professionalism of the agency's leadership have brought about our growth, listed below are only a few of the significant milestones that have directed the agency to where it is today.

1880: Fire Chief John Buck in charge of the Yuma Volunteer Firefighters

1899: At 3 a.m. the Gandolfo building on the corner of Second and Main Streets, occupied by the Sanguinetti and Gandolfo General Merchandise Store caught on fire. This building was among the few, if not the only two-story structure in town. Hose carts were brought to play upon the flames but were ineffective in reaching the seat of the fire on the second floor. As the fire spread on the second floor, citizens helped with the removal of merchandise from the lower floor. Disaster struck when the top floor collapsed, trapping and killing five men in the burning building.

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January 25th, 1900: Hook and Ladder and Chemical Company No. 1 of the Yuma Volunteer Fire Department were organized. While it is recognized that a limited form of fire protection existed prior to this date, as evidenced by the preceding accounts, this date has been selected as the date of origin of the CITY OF YUMA FIRE DEPARTMENT since it represents the date when the citizens and the City Council of Yuma organized and outfitted 14 (some accounts indicate 17) citizens with equipment necessary to protect the property and lives of its citizenry.

1915: A GAMEWELL FIRE ALARM system was installed. This telegraph system allowed for the notification of the fire department prior to the general availability of telephones and was in use until 1979.

February 1918: The main fire station was in City Hall until 1958. The apparatus bay was a part of the main building while the dormitory was detached and provided the roof for the parking garage used to house street department equipment.

1945: Fire Station #2 (1098 6th Avenue) is opened to provide fire service to the growing south side of Yuma.

1957: Purchase of a 65-foot SEAGRAVES ladder truck

1957: Fire Station #1 is relocated to a newly constructed station at 298 W. 4th Street.

1957: Fire Station #3 is opened at 2450 S. Madison Avenue.

Early 1960's: Emergency Medical Services is added to the services provided by the City of Yuma Fire Department. Personnel were trained in cardio-pulmonary resuscitation (CPR) and responded to any reported drowning within city limits and in the near-by areas.

Early 1970's: Services were expanded to include "rescue" services in the early 1970s, with the addition of "RESCUE 1". Personnel trained under the "on the job training" (OJT) provisions of the military education bill. The inaugural EMS training program, personnel were assigned to RESCUE 1, a newly purchased van which was equipped with a basic, but regionally unique, complement of extrication and stabilization equipment.

1974: Arizona Western College trained the first EMTs under the recent criteria established by the State of Arizona for certification of Emergency Medical Technicians (EMT) and Certified Emergency Paramedics (CEP). The City of Yuma Fire Department had six of the twenty students.

1979: Station #4 is opened at 2850 W. 16th Street.

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1982: Emergency Medical Services were enhanced when advanced life support (ALS) services were initiated through Yuma Regional Medical Center with the training of Intermediate Emergency Medical Technicians (I-EMT). The City of Yuma began providing ALS services with four I-EMTs.

1987: Emergency Medical Services were upgraded with personnel achieving certification as Intermediate Emergency Medical Technicians-Cardiac (I-EMT-C). This certification provided paramedic level services with regard to the treatment of cardiac emergencies without the ability to perform other advanced invasive procedures.

1989: First Certified Emergency Paramedics are trained.

1990: First teams of Hazardous Materials Technicians are trained.

1996: Fire Station #2 is relocated to a newly constructed station at 3284 S. Avenue A.

1998: Engine #5 began operation on the east side in a residential subdivision until construction of Station #5.

1999: Fire Station #5 opened at 6490 E. 26th Street.

2000: First Teams of Technical Rescue Technicians are trained.

2002: Fire Administration is moved from Fire Station #1 to the city's new City Hall building, located at One City Plaza.

2003: The Yuma Fire Department is awarded international accreditation by the Commission on Fire Accreditation International (CFAI); a status that the department has continually maintained.

2005: Fire Station #3 is relocated to a newly constructed station at 508 E. 25th Street.

2008: Fire Station #6 is opened at 3151 S. Pinto Way

2009: The Public Safety Training Facility is opened at 3575 S. Avenue 4E

2012: Yuma Fire Department is awarded a Certificate of Necessity (CON) by the Arizona Department of Health Services. This allows the Yuma Fire Department to operate an ALS ambulance service within the city of Yuma.

2013: YFD receives a lowered Public Protection Classification (PPC) of an ISO 2 following the evaluation by the Insurance Services Office (ISO) one of only just over 1300 in the Country.

2013: The Yuma Fire Department is issued an EMS Training Program Certificate by the Arizona Department of Health Services, allowing the department to operate Arizona EMT-B courses, as well as AZ EMT-B and AZ ALS refresher courses.

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2013: Fire Station #1 is relocated to a newly constructed station at 353 S. 3rd Avenue.

2015: Response analysis was performed to evaluate agency performance. Through this evaluation, it was determined that an additional ambulance was needed to manage high service demands during the busiest times of the year. From this, an additional medic unit was staffed 24 hours a day from November through March.

2016: Further analysis of staffing levels was performed. Analysis was found to show a year round medic unit could be better used 0900-2100 daily. On July 1st 2016 Medic 2 became staffed with an overtime crew year round from 0900-2100 hours.

2017: There is a reduction of minimum staffing from 35 to 32 due to financial concerns. As a result, Ladder 2 is relocated to Fire Station 5 and is cross-staffed with Engine 5 to create a Ladder/Ladder Tender unit.

2017: SAFER grant awarded to bring full-time staffing back to the ladder truck. Recruitment/hiring/training should be complete, and staffing will be at 35 in May 2018.

Guiding Principles

Agency leadership has been vital to the success of the agency through the years. Leadership, however, could not be successful without the hard work and dedication of the many members of the Yuma Fire Department. As part of leadership success, a shared understanding of why the agency exists and where it is headed has been, without a doubt, a critical component of the success of the agency and will remain instrumental for its continued progression.

In 2017, as part of the agency's Strategic Plan, a group of agency personnel representing a wide array of experience, rank, and, agency tenure came together to discuss the agency's current and future direction. Through this process, the group was able to articulate the guiding principles of the agency through the reevaluation of the mission and values of the agency. These guiding principles are:

Mission Statement:

The Yuma Fire Department exists to provide professional services protecting life and property to its citizens. We ensure the safety and security of those we serve by delivering emergency medical transport, fire prevention, fire suppression, and education to the community.

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Agency Core Values:

Family – We treat our co-workers and our community like family. Like all fire service agencies, the family is an important part of our service.

Integrity – Trust is the foundation of the service we provide. We expect the highest integrity from our personnel.

Respect – We respect our community, our members and ourselves. Our community deserves our respect; we give the same level of care to all of our citizens and visitors.

Excellence – We strive for excellence in everything we do to serve our community.

Area Description

Topography

The City of Yuma covers an area of 119 square miles which can best be described as desert area. A portion of the community sits on a mesa and is surrounded on two sides by the valleys. At an elevation of near sea level, the valleys are ideal for agricultural use which is seen throughout Yuma and the surrounding areas. The community, other than the small elevations out of the valleys, remains relatively flat which allows for the efficient flow of the many agricultural irrigation canals that run through the community's lower lying areas.

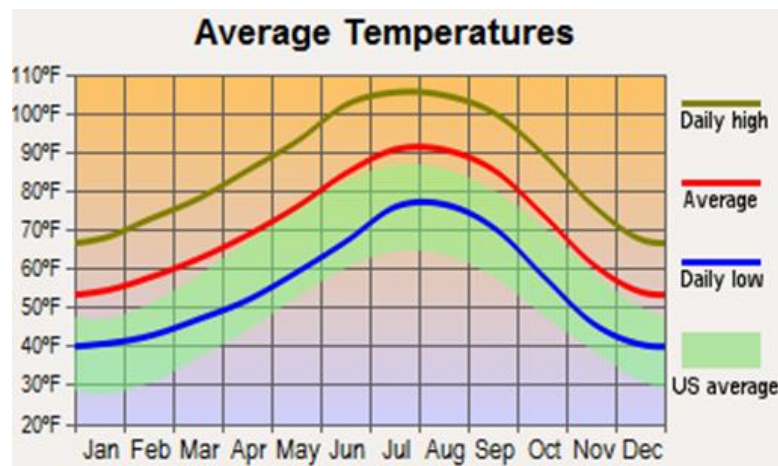
Outside of the community, in the desert areas, small mountains rise above the desert floor which provides for a wide range of outdoor activities, typically during the winter months; in addition, 15 miles to the west lies the Imperial Sand Dunes; an active destination for off-roading during the cooler winter months. The Colorado River and the East and West Wetlands provide a regular destination for many visitors and community members coming to enjoy the benefits of nature and for providing a means for summer recreation and escape from the hot summer months.

Yuma Weather and Climate

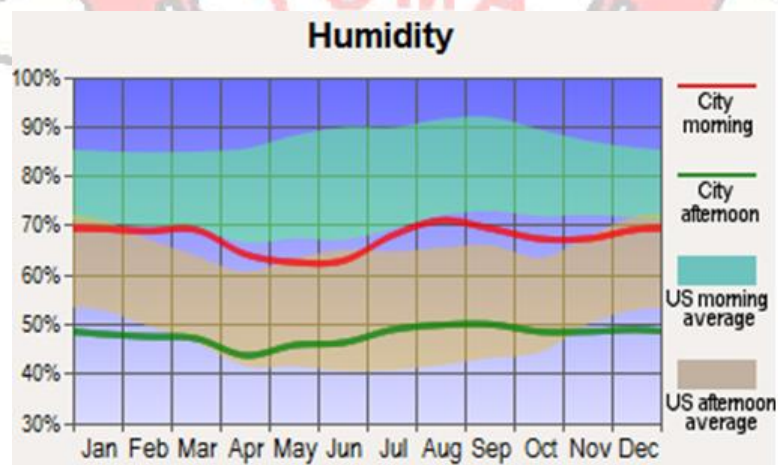
Yuma features a hot desert climate with extremely hot summers and warm winters. Compared to any other populated place in the contiguous United States, Yuma is the driest, the sunniest, the least humid, and has the lowest frequency of precipitation along with the highest number of days per year—175—with a daily maximum temperature of 90 °F. In addition, it is recorded to have 118 days per year that reach or exceed 100 °F, usually from April through October.

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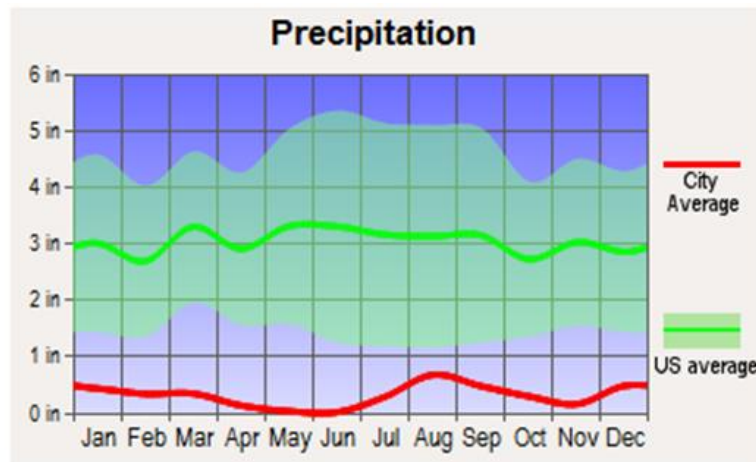
Atmospheric humidity is usually very low except during what is called "Gulf surges", when a maritime tropical air mass from the Gulf of California is drawn northward, usually in connection with the summer monsoon or the passage of a tropical storm to the south. During times of summer monsoons, and infrequent yearly storms, Yuma can see damaging winds and heavy isolated rainfalls that create unusual conditions in Yuma ranging from isolated flooding from heavy rains to downed power lines from high winds as seen during these microburst conditions. Although rare, these conditions can cause widespread damage to the community and its residents can be affected by the interruption of electrical services, especially during the hot summertime months.



Along with the low humidity levels seen in Yuma, Yuma with its “dry heat” also sees very little measurable precipitation. On average, Yuma receives 3.36 inches (85 mm) of rain annually.

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Population

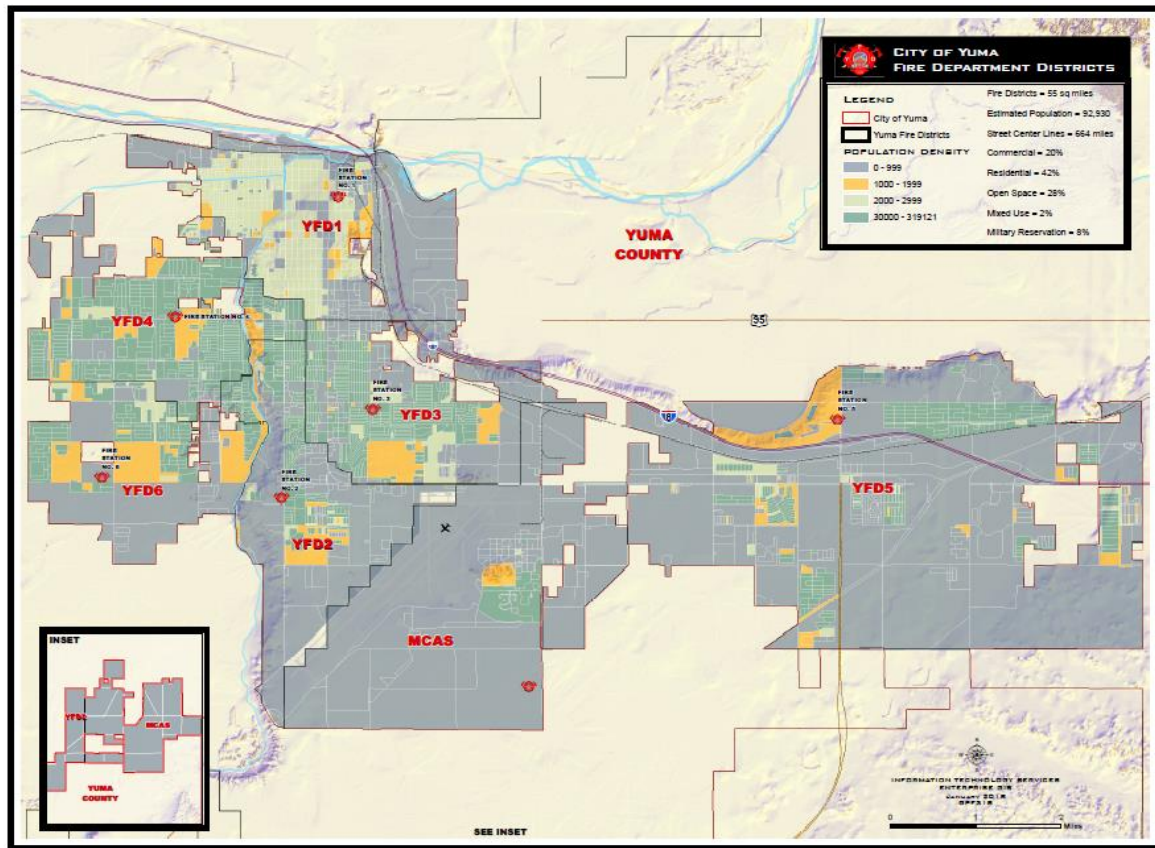
Yuma has a year-round population of over 101,620 residents spread over a land mass covering over 119 sq. miles. However, of the 119 square miles of the City 52 square miles falls within the Barry Goldwater Military Bombing Range and is uninhabited. The Bombing Range is bordered by Interstate US 195 which serves as a direct link between Interstate 8 and the San Luis Arizona Port of Entry. Emergency Response responsibilities to I-195 fall between the Yuma and San Luis Arizona Fire Departments. The City population is spread over 67 square miles in areas of differing density. As part of the CRA-SOC process, the Yuma Fire Department has identified population density levels identified in the 2010 U.S. Census Bureau guidelines and in accordance with the 6th Edition Community Risk Assessment: Standards of Coverage manual. For the purposes of developing the agency's risk assessment the following population densities were identified:

Urban: Areas with a population density greater than 1500 people per square mile

Rural: Areas with a population density of fewer than 1500 people per square mile

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Population Density Map

Interstate/Highway Infrastructure

Yuma is a major thoroughfare for vehicles traveling across Arizona to and from California. In addition, the proximity of Yuma to Mexico has presented growth opportunities for travel into the United States through the community. To accomplish this several major roadways transverse Yuma to facilitate needed travel, including US Interstate 8, US Highway 95, and the newly completed Area Service Highway US Interstate 195. These roadways provide a means for travel and a route for goods critical to the economy of Yuma to flow. Interstate 8 extends into Yuma from the California border through the City of Yuma for 11 miles on the north edge of the City and runs from the east end and turns north and provides travel from the East to the West and Vice Versa. I-8 is covered as a first due response area for Fire Station 5 to the East, Fire Station 3 in the center and Fire Station 1 on the West end of the City. I-8 has, according to the Arizona Department of Transportation, a daily travel census of over 27,000 vehicles.

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Interstate 195, completed in 2009, provides direct travel from and to I-8 at Araby Road to the Mexico/Arizona Border at the San Luis Arizona Port of Entry. I-195 is regularly traveled by freight being shipped into the U.S. as well as being a major thoroughfare for private traffic traveling to and from the San Luis Arizona area. Daily traffic census, according to the Arizona Department of Transportation, on I-195 is just above 3600 vehicles per day. I-195 is 27 miles long, and emergency response is covered by both the City of Yuma for 20 miles on the North end and the City of San Luis Fire Department for the remaining 7 miles on the Southern end of the freeway.

Highway 95 provides access from Yuma to areas North of Yuma and South to Mexico and sees traffic flow in great numbers to the Yuma Providing Grounds. Although much of Highway 95 is outside of the City limits, Highway 95 runs directly through the center of Yuma at 16th St and turns south toward Mexico on Ave B. both of which are significant arteries for the community. Daily vehicle census on Highway 95 is over 13,000.

Rail Freight Service

The City of Yuma is also a thoroughfare for both freight and passenger train services on the Sunset Route. With major rail lines running parallel to Interstate 8 and along the northern boundary of the City, Yuma sees a significant number of freight trains passing through the City. Freight transported by the Union Pacific Railroad (UPRR) through Yuma is almost entirely devoted to agriculture, with inbound shipments of grain to feedlots, outbound shipments of grain, and shipments of fertilizer. The Sunset Route, the second busiest in Arizona, facilitates between 45 and 55 freight trains daily, many exceeding one-mile in length. Future plans are in place to expand areas of the Sunset Route around Yuma to double-tracking the line from the current single track, which should double the current capacity. Of the miles the Sunset Route runs through Yuma, there remains only one area, Ave 9E, where traffic crosses the line, all other intersections between the roadway and rail are provided through either over or under roadway crossings.

Air Services

Yuma is home to the Marine Corps Air Station (MCAS)-Yuma where the Yuma International Airport is co-located. Civilian air transportation services are provided from the Yuma International Airport via American Airlines as well as several private carriers. MCAS Fire Department provides emergency services for the airport along with ARFF

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responses to both military and civilian aircraft emergencies. Yuma Fire Department provides supporting efforts for airport emergency operations.

Waterways

The Colorado River is the main source of water for the City and the surrounding community. This water source provides over 60 million gallons a day to City treatment facilities to provide a potable water supply for residential and industrial needs. In addition, the Colorado River also supplies a majority of the water used by the agricultural industry in and around Yuma. Agricultural water is supplied from the Colorado River to fields via irrigation canal, both concrete and dirt sided, ranging in size from over 20 feet wide to final end source canals around four feet wide. In addition to the many waterways Yuma's weather provides the ideal environment for both public and private pools; however, City safety regulations require pool safety features to be installed at the time of construction. Water provides not only a means of hydration but also a means of recreation in Yuma.

Seismic Considerations

Yuma lies approximately 50 miles to the east of the terminal end of the San Andrea's Fault. Over the years Yuma has experienced both earthquake and aftershock activity in the community. Although each agency fixed facility has been built or upgraded to ensure continuous service following a seismic event, processes are in place to move apparatus out of the apparatus bays immediately following a seismic event. This will ensure the apparatus remain accessible in the event a station sustains damage.

C. Community Expectations

The City of Yuma Fire Department serves the community of Yuma and the visitors who pass through or have extended stays here. It is the goal of the agency, as stated in the mission, to provide the needed services in a highly professional manner. This desire to maintain highly trained professionals who treat all customers with the utmost respect exemplifies the agency's understanding of the community's expectations. The strategic planning process typically has been an opportunity to receive community input on their expectations however the agency has relied on providing information on agency services to the governing body of the City of Yuma, City Council. This input is provided annually through the Yuma City Council Retreat. This process allows the agency an opportunity to share agency information regarding services and expectations to the City Council as well as an opportunity to understand the expectations the Council has on the agency as elected

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officials of the Community. In addition to the annual City Council Retreat, changes to or modifications to existing programs and services are presented to the governing body during open City Council meetings. City Council meetings are open meetings that allow community input on changes or modifications to agency programs and services.

A formal process is in place for external stakeholders and customers to provide input and express objections to services that are provided by the agency. The Battalion Chief of the Professional Services Division is tasked with managing the investigation process of all complaints received by the agency related to the Operations Division. Following a thorough investigation and collection of the facts of the complaint, the results are forwarded to the Assistant Fire Chief and the Fire Chief to provide recommendations for action. This process has allowed the agency to address customer concerns, direct additional training needs, or amend agency policies and procedures.

For agency issues related to Community Risk Reduction the Fire Marshal directs the initial investigation process, and if deemed necessary can refer the issue to the Assistant Fire Chief and Battalion Chief of PSD. The interaction between the agency and the customer has in the past created a bridge to provide an even greater level of understanding of the services provided by the agency as well as giving the agency an opportunity to provide additional information to agency personnel, especially those identified in either the complaint or recognition.

In addition to a formal complaint process, input is also given to the agency in the form of letters, cards, and emails of gratitude. These accolades are typically sent directly to the Fire Chief who then informs command staff of the receipt. Additionally, comments are occasionally expressed through social media platforms. The agency maintains both *Facebook* and *Twitter* accounts and has occasionally received input through these social media platforms. Comments that deem to be credible can be moved to a formal investigation process.

The historical data presented below shows the level of investigations performed by the Professional Services Division as well as those submitted to the Community Risk Reduction Division. The table below shows the number of citizen complaints and referrals compared to the annual calls for service amount and the number of CRR community interactions.

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Year	PSD Citizen Complaints	Calls for service
2013	1	12045
2014	2	13086
2015	5	13383
2016	10	14111
2017	8	14544

D. YFD Programs and Services

Services Provided

The Yuma Fire Department operates from 6 strategically located fire stations with Automatic Aid support from the Marine Corps Air Station Fire Department covering areas of the City that are adjacent to the base.

The City of Yuma Fire Department provides a variety of both emergency and non-emergency services to the citizens of the community and visitors. These services are provided by 108 highly trained and professional career firefighters and 10 specialized civilian support personnel. The department manages the responsibilities of emergency response through a current minimum daily staffing level of 32 cross-trained fire and EMS personnel over three shifts to ensure community coverage 24 hours a day, 7 days a week, and 365 days a year. In addition to the minimum staffing level of 32, civilian support personnel are available to assist the community with administrative needs Monday through Thursday and every other Friday from 0700-1700. In support of the minimum staffing levels, on-call personnel cover additional agency needs such as an on-call fire investigator, Incident Safety Officer, and a second Duty Chief.

Agency support is also seen through many regional mutual aid agreements that are in place to provide resources and manpower if the need arises. For EMS services the Yuma Fire Department holds the Certificate of Necessity (CON) from the Arizona Department of Health Services which grants authority for the City of Yuma Fire Department to

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provide Advanced Life Support (ALS) ambulance transport within the jurisdictional boundaries of the City of Yuma. As a partner in the regional system, Rural Metro Ambulance holds the CON for Basic and can also provide Advanced Life Support ambulance transport if necessary. This system provides a level of redundancy, ensuring the community is backed by a wide variety of resources that are well trained and prepared to answer all calls for service.

The agency manages the needs of the community from five distinct divisions: Administration, Operations, Professional Services, EMS, and Community Risk Reduction. Each of the division is directed either by a Battalion Chief, Fire Marshal or Assistant Fire Chief with ultimate oversight performed by the Fire Chief.

Administration Division

The Fire Chief oversees the Administration Division providing leadership, direction, and strategy, to meet the challenges facing the department concerning management of personnel and operational resources. Creative and responsive short and long-term planning is needed to meet productivity, response times, and other factors critical to the safety of our citizens.

Additionally, the Administration Division manages and has oversight responsibilities of meeting funding needs of the department within budgetary guidelines and facilitating changes in personnel status and payroll. A major objective of the Administration Division is to facilitate partnerships with other agencies that share similar interests or goals in specific areas and to act as the liaison between the agency, other City Departments, and the community.

Operations Division

The Operations Division (OPS) is overseen by the Assistant Fire Chief with direct supervision of duty personnel given by the Shift Battalion Chief (Duty Chief). The operations division provides the emergency response services for the department and responded to over 14,000 calls for service in 2017.

Services provided by the Operations Division include:

- Emergency Medical Incident Response and Ambulance Transport
- Fire Suppression Incident Responses
- Hazardous Materials Incident Response
- Technical Rescue Incident Responses
- Public Appearances Requests
- Public Education Requests

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EMS Division

The Emergency Medical Services (EMS) Division provides oversight of all agency Emergency Medical Services. Yuma Fire Department personnel provide Advanced Life Support (ALS) professional treatment, care, and transport while maintaining compliance with the Arizona Department of Health Services (DHS) with operational oversight performed by the EMS Division. The EMS Division oversees EMS operations and is the liaison with our third party biller for ambulance operations. The Battalion Chief of EMS has oversight of the EMS Division and reports directly to the Fire Chief. The EMS BC is supported by two EMS Captains, an Administrative Assistant and a part-time supply clerk. EMS Captains are responsible for the Quality Assurance (QA)/Continuous Quality Improvement (CQI) of all electronic Patient Care Reports (ePCR's) and reporting to AZ Piers. The Administrative Assistant assures that billing information is complete before submitting to the billing company.

The EMS Division is responsible for:

- Medical equipment
- Ambulance operations
- Quality Improvement
- Infectious control and Immunization program
- Certificate of Necessity (CON) process
- HIPPA compliance
- Manages contracts with educational facilities, transportation providers, and medical institutions

Professional Services Division

The Battalion Chief of the Professional Services Division (PSD) has oversight and responsibility of the division with the support of one Administrative Captain. The BC of PSD reports directly to the Fire Chief.

The Professional Services Division has many training and administrative responsibilities. The goal of the PSD is to ensure that all department personnel maintains the knowledge, practical skills, and abilities to provide efficient, professional care and services to the citizens of Yuma.

The Professional Services Division is responsible for:

- Personnel Training
- Recruitment and Testing

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- Succession Planning
- Professional Standards Investigations
- Department Accreditation

Community Risk Reduction Division

The Community Risk Reduction Division (CRR) is responsible for construction plan review, public education, fire inspections, and fire origin and cause investigations. The goal is to increase safety education and fire code compliance while reducing the number of injuries and deaths caused by fire. The division accomplishes this by using four elements: engineering, education, enforcement, and evaluation. This goal is achieved from the support and efforts of a Fire Marshal, 2 full-time Fire Inspectors, 1 full-time Fire Plans Examiner/Inspector, and a full-time Administrative Project Analyst; who also serves as the agency's public educator and public information officer.

Community Risk Reduction is responsible for:

- Construction plan review for new buildings and alterations
- Property Maintenance Program commercial fire inspections
- Fire inspections on behalf of AZ State Fire Marshal for all schools, state, and county buildings
- New construction inspections for certificates of occupancy
- Residential fire inspections for home-based daycares
- Origin and cause fire investigations
- Public education (classes and appearances)
- Public information - both traditional methods and through social media
- Fire activity permits
- FP&S grant administration including installing smoke alarms and residential Knox boxes in homes within the municipality
- Record requests for fires and physical property inquiries
- Code development and updates
- Pre-development meetings
- Special event application review
- Liquor license review
- Youth fire setter program
- Ordinance introduction as needed
- Emergency management functions

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Fixed Facilities and Staffing

Fire Administration

Fire Administration offices are located in City Hall at One City Plaza. Fire Administration houses each division head including the Fire Chief, Assistant Fire Chief, Battalion Chiefs of Professional Services and EMS along with Community Risk Reduction Staff and Administrative Division personnel.



Fire Station 1

Fire Station 1 is located at 353 S. 3rd Avenue and is the department's battalion station; built in 2012 it is the agency's newest fire station. It is a four-bay station that houses the Shift Battalion Chief (YDC1) one Type 1 ALS Engine (YE01), and one ALS Transport Ambulance (YM01). In addition, the station also houses the department's EVT certified Fleet Administrator.



Reserve and support equipment are maintained at Fire Station 1 which include Ladder 1, Medic 11, YDC2, and EMS1. Additional support vehicles are stationed at Fire Station 1 for quick deployment when needed. Included in the cache of support vehicles are the 3000-gallon water tender, 2 rescue watercraft (jet-skis), a rescue boat, and a Polaris Response Vehicle.

Daily staffing at Fire Station 1 includes, at a minimum:

Apparatus	Apparatus Type	Minimum Personnel Assigned	
YDC1	BC Vehicle	One Battalion Chief	
YE01	Type 1 ALS Engine	One Captain One Engineer One Firefighter	One Crew member must be ALS
YM01	ALS Transport Ambulance	Two Firefighters	One crew member must be ALS

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Station 1 Apparatus



YDC1



YE01



YM01

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Fire Station 2

Fire Station 2 opened in 1997 and is located at 3284 S. Avenue A. Station 2 is a three-bay station that houses one Type 1 ALS Engine (YE02) and one ALS Transport Ambulance (YM02). In addition, Fire Station 2 houses a Special Operations Unit (SPO2) which carries a variety of hazardous materials mitigation equipment used for response to hazardous materials operations within the City. Although SPO2 is unstaffed, it can be transported to a scene using on-duty personnel. Fire Station 2 also houses one of the two reserve apparatus, Yuma Engine 12 (YE12).



Daily staffing at Fire Station 2 includes, at a minimum:

Apparatus	Apparatus Type	Minimum Personnel Assigned	
YE02	Type 1 ALS Engine	One Captain One Engineer One Firefighter	One Crew member must be ALS
YM02	ALS Transport Ambulance	Two Firefighters	One crew member must be ALS
SPO2	Special Operations-HazMat	Ancillary Equipment transported by crew personnel as needed	

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Station 2 Apparatus



YE02



YM02



SPO2 (Special Operations – Hazmat)

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Fire Station 3

Fire Station 3 located at 508 E. 25th St is a three-bay station in the center of the City that houses one type 1 ALS Engine (YE03) and one ALS Transport Ambulance (YM03) Fire Station 3 opened in 2003 and located at 508 E. 25th St and is a three-bay station. In addition, Fire Station 3 houses a Special Operations Response Vehicle (SPO3). This vehicle carries specialized technical rescue equipment to respond to a variety of specialized needs including trench rescue, confined space rescue, and structural collapse rescues to name a few. Although SPO3 is unstaffed, it can be transported to a scene using on-duty personnel.



Daily staffing at Fire Station 3 includes, at a minimum:

Apparatus	Apparatus Type	Minimum Personnel Assigned	
YE03	Type 1 ALS Engine	One Captain One Engineer One Firefighter	One Crew member must be ALS
YM03	ALS Transport Ambulance	Two Firefighters	One crew member must be ALS
SPO3	Special Operations-Technical Rescue	Ancillary Equipment transported by crew personnel as needed	

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Station 3 Apparatus



YE03



YM02



SPO3 (Special Operations – Technical Rescue)

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Fire Station 4

Fire Station 4 is the City's oldest operating fire station and is located at 2850 W. 16th. The station is located on the west side of the City and is a two-bay fire station. It houses a Type 1 ALS Engine (YE04), and one ALS Transport Ambulance (YM04). In addition to these front line units, Station 4 houses the agency's Rehabilitation Vehicle (RH04). Although RH04 is not staffed the agency has policies in place for immediate deployment during longer duration events or times of high temperatures.



Fire Station 4 has served the community well over the last many years. However, it is outgrown by the agency. As such, during the fiscal year 2017-2018 CIP monies have been slated to address some of the deficiencies of the station.

Daily staffing at Fire Station 4 includes, at a minimum:

Apparatus	Apparatus Type	Minimum Personnel Assigned	
YE04	Type 1 ALS Engine	One Captain One Engineer One Firefighter	One Crew member must be ALS
YM04	ALS Transport Ambulance	Two Firefighters	One crew member must be ALS
RH04	Rehabilitation Vehicle	Ancillary Equipment transported by crew personnel as needed.	

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Station 4 Apparatus



YE04



YM04



YRH04 (Rehabilitation Vehicle)

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Fire Station 5

Fire Station 5 opened in 1999 and located at 6490 E. 26th Street is the eastern most station. The station is a 3 bay station. It houses an Engine, a Ladder Tender and Ladder Truck that run as a task force unit where the crew will respond in one of the 2 vehicles based on the nature and needs of the response, and one ALS



Transport Ambulance (YM05). In addition, Station 5 houses a Reserve Ambulance and a Polaris Response Vehicle. This Polaris Vehicle is used to respond to remote, desert, incorporated off-road recreation areas or primitive roads that standard fire apparatus or ambulances can't reach.

In 2017, the agency was successful in receiving the SAFER grant to raise minimum staffing from 32 to 35. As a result, it is anticipated that by May 1, 2018, the Ladder Truck will be fully staffed with three personnel daily and moved to Station 1. This will leave Station 5 with two ALS Engines and one ALS Ambulance.

Daily staffing at Fire Station 5 includes, at a minimum

Apparatus	Apparatus Type	Minimum Personnel Assigned	
YE05	Type 1 ALS Engine	One Captain One Engineer One Firefighter	One Crew member must be ALS
YL05/ YLT5	ALS aerial apparatus Type 1 ALS engine	One Captain One Engineer One Firefighter	One crew member must be ALS
YM05	ALS Transport Ambulance	Two Firefighters	One crew member must be ALS

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Station 5 Apparatus



YE05



YE07



YM05



YL05

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Fire Station 6

Fire Station 6 opened in 2008 and located at 3151 S. Pinto Way is the most southwest station. It is a two-bay station that houses one Type 1 ALS Engine and houses both a reserve Type I Engine along with a fully stocked reserve ambulance.



Daily staffing at Fire Station 6 includes, at a minimum:

Apparatus	Apparatus Type	Minimum Personnel Assigned	
YE06	Type 1 ALS Engine	One Captain One Engineer One Firefighter	One Crew member must be ALS

Station 6 Apparatus



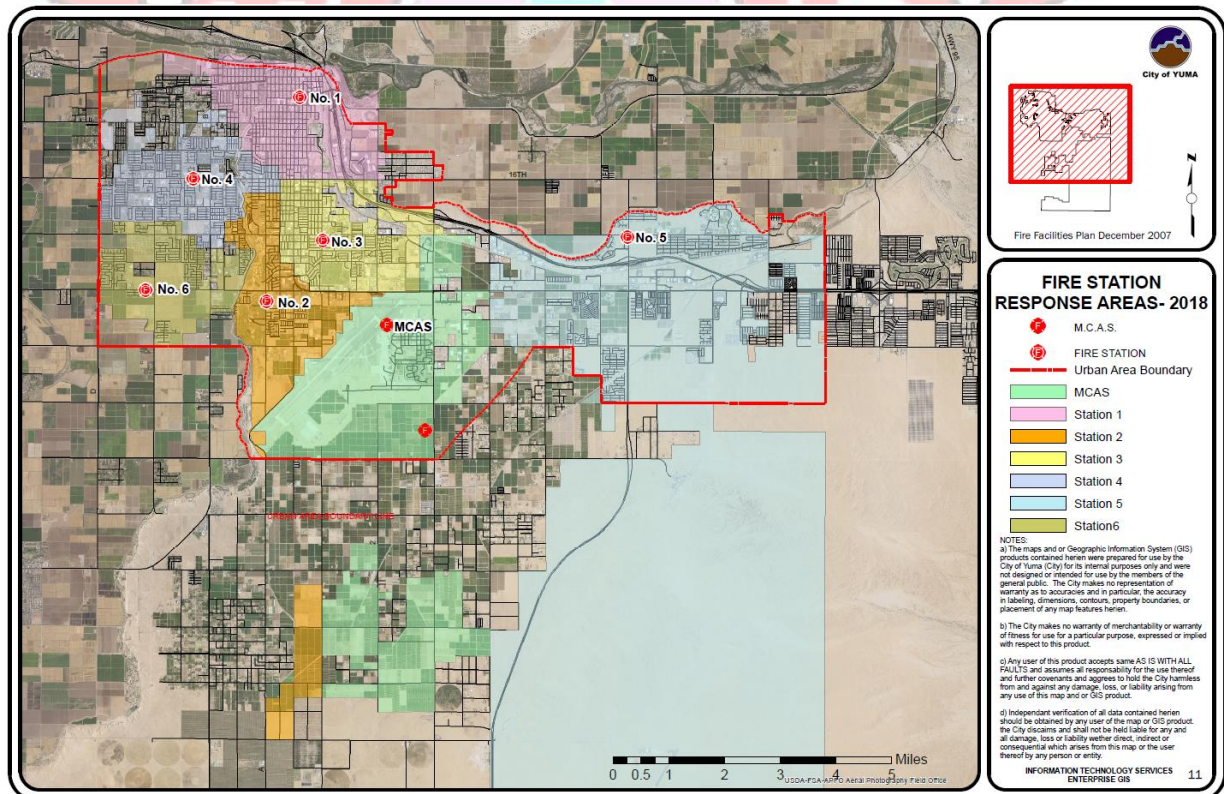
YE06

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Public Safety Training Facility (PSTF)

PSTF is the City's share training facility. Fire and Police use this facility to provide multiple training opportunities from three classrooms, a class A burn building, a class B burn building with a tower and a 10 acre driving track.



Station Locations and Planning Zones

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E. Agency Response History-Current Deployment and Performance

Agency Planning

The Department has a developed process that establishes geographic Planning Zones (PZs) which allows for a system of review and evaluation of the effectiveness of the emergency services provided within each planning zone. As described in the CFAI Community Risk Assessment: Standards of Coverage 6th Edition the City of Yuma Fire Department uses a fixed deployment operational model or station response area model as a means of establishing each PZ. Using this model personnel understand the planning zones or more specifically station run areas. The City of Yuma is divided into 7 Planning Zones each based on station first due response areas and the first due response area for the agency's automatic aid agency the Marine Corps Air Station Fire Department (MCAS). Each of the Planning Zones will be discussed further.

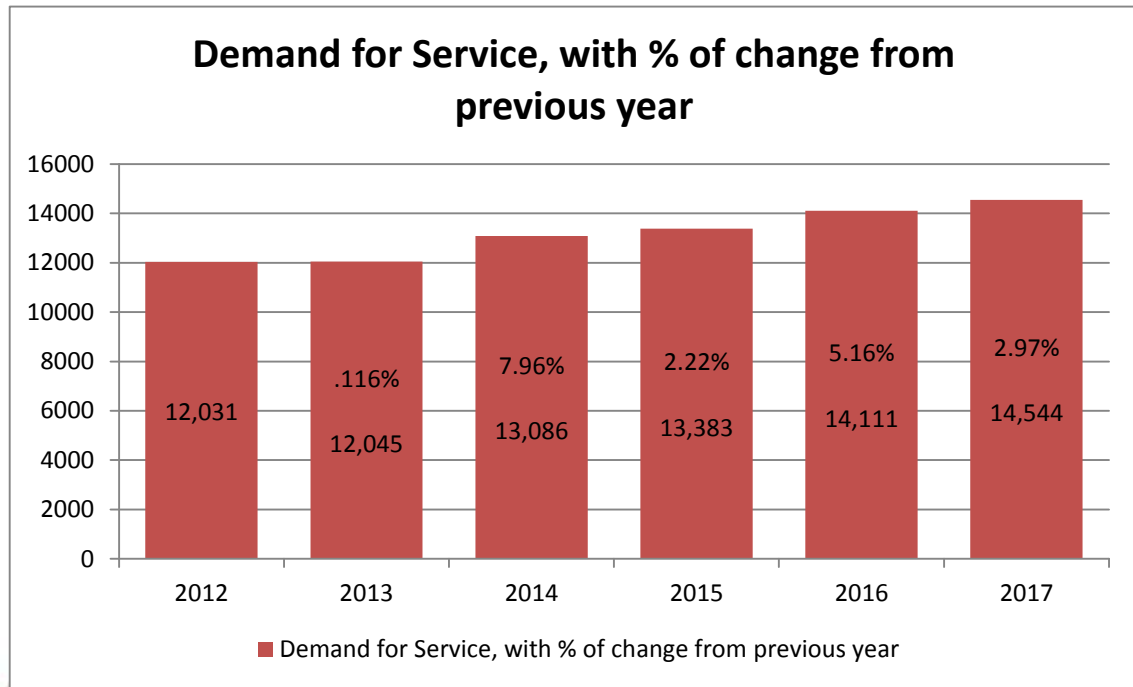
Analysis of Calls for Service (CFS)

The population within the City of Yuma has seen moderate growth according to the U.S. Census Bureau from a community population of 90,715 in 2010 to the most recent estimate in July 2016 of 94,906 showing an increase of 4.6%. With this growth, the Agency has seen an increase in demand for services over the last years. For the current accreditation cycle of 5 years, the agency has seen an increase in total Calls for Service (CFS) from 12,045 in 2013 to a total of 14,544 in 2017 showing a 17 % increase in demand. In the evaluation of response data, the agency continues to see an increasing demand for services with the future trend expected to continue as the population of the community continues to grow.

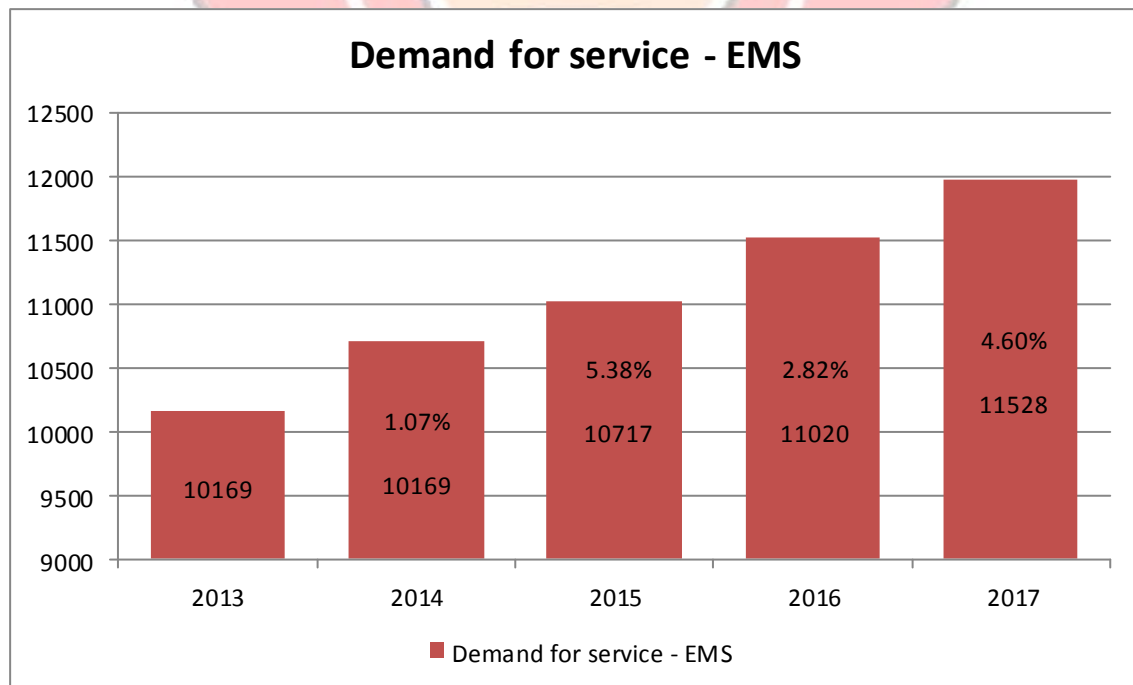
Continuous improvement requires analysis and understanding of past performance using historical data. The agency performed this analysis by documenting and analyzing past agency performance. This analysis provides information that can be used to evaluate the effectiveness of past operations in an effort to improve. As such, the analysis was performed, and the findings are provided.

Overall the agency saw an increase in the total demand for service up 2.97% from the previous year. This was the third largest in the last five years. Trending, based on the last 5 years, places the 2018 call volume near 15,210.

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Emergency Medical Services contributed to most of the demand for service with 11,974 calls for service in 2017; a 3.72% increase from the previous year. The average response per day was 38.66.



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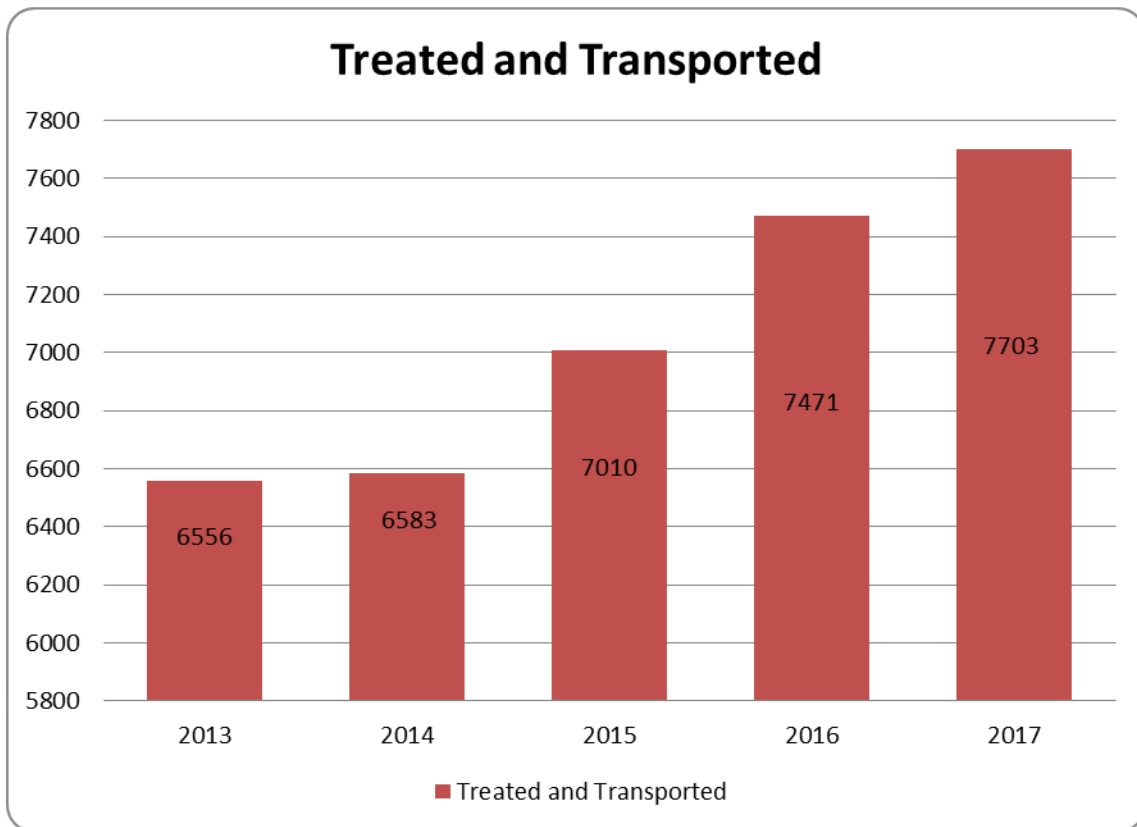
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Emergency Medical Services has been on a gradual incline over the past 4 years, and mark a 12% increase since 2013. EMS is the leading service type as 79% of the total fire department responses in 2017. Data sources from NFIRS categorized as Rescue and Emergency Medical Incidents were analyzed and reviewed as of this assessment. Review of historical performance included all NFIRS responses including those defined as Incident Types 300-399, which are listed below. As an ALS transport agency evaluation and analysis of EMS call that requiring transport has seen a substantial increase in demand over the last 5-year accreditation cycle.

- Medical Assist
- Emergency Medical Service Incident
- Lock-in
- Search for a lost person
- Extrication, rescue
- Water and Ice-related rescue
- Electrical Rescue
- Rescue or EMS standby
- Rescue, emergency medical service (EMS) incident, other



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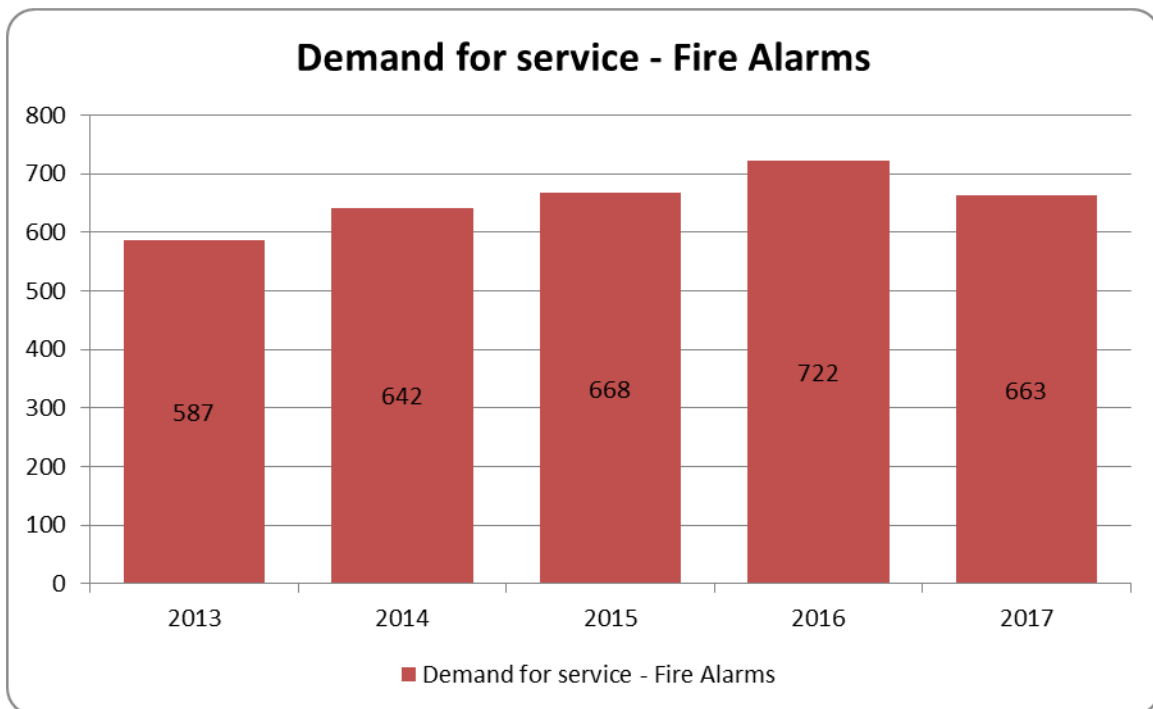
Along with the analysis of EMS responses over the last 5 years the agency also analyzed those related to fire responses, categorized by the National Fire Incident Reporting System (NFIRS) as fires related to:

- Structure fire
- Fire in mobile property used as a fixed structure
- Mobile property (vehicle) fire
- Natural vegetation fire
- Outside rubbish fire
- Special outside fire
- Cultivated vegetation, crop fire and
- Fire, other

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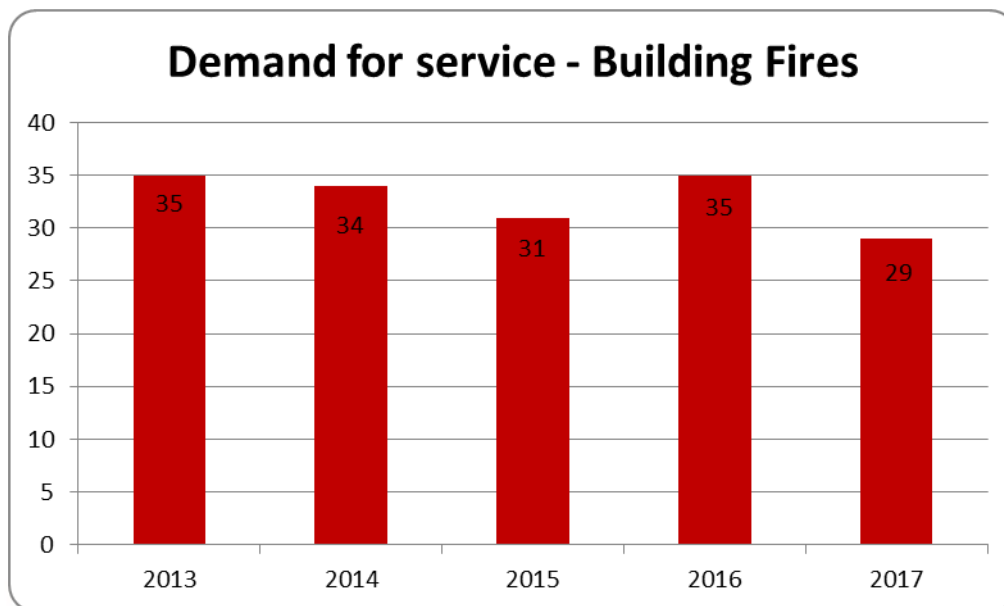
Fire responses, meeting the reporting requirements of this type, in 2017 accounted for 663 CFS down from the previous count in 2016 of 722; however, NFIRS Type 111 Building Fires saw an increase of 14 over the 34 total of 2016. Unable to quantify the cause of the decrease in 2017 in overall total fires or the increase in Building fires in 2017, the overall number of fire responses have remained fairly constant over the past 5-year analysis calls.



Data source from NFIRS Incident Type 100-199

SINCE
1900

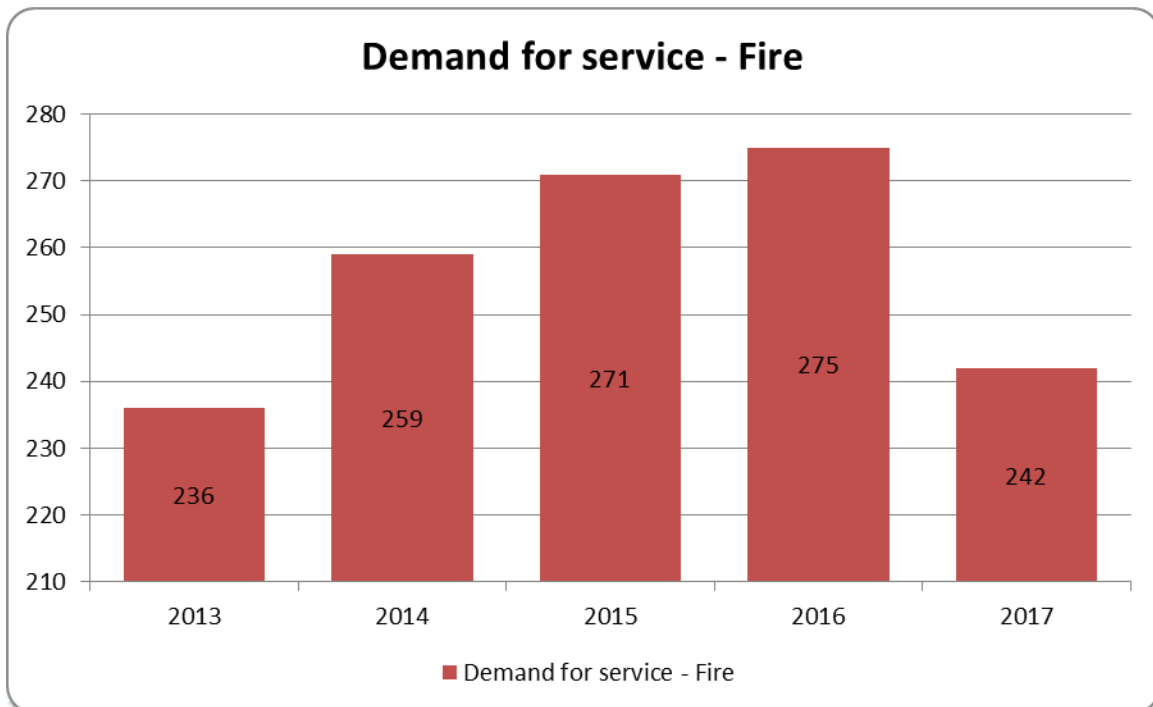
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Data source from NFIRS Incident Type 111

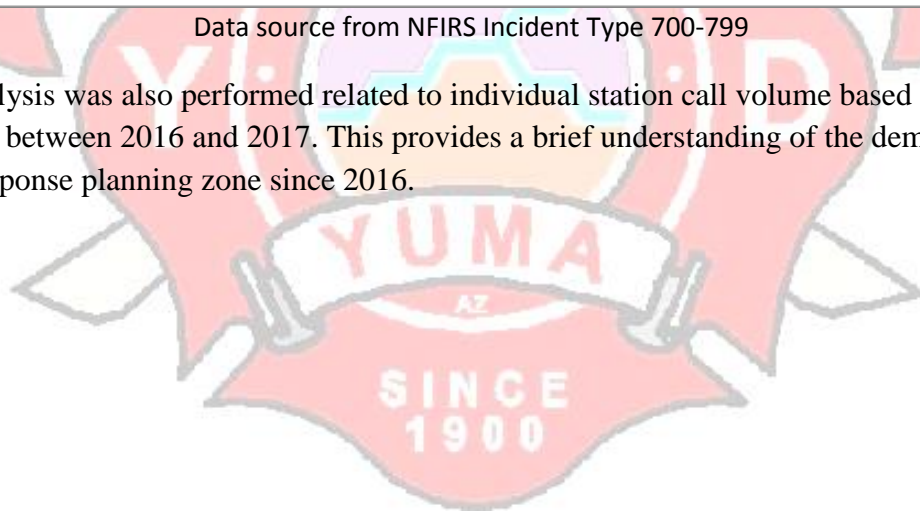
In addition to analysis of NFIRS Incident Type 100-199 analysis of other fire-related responses were performed to evaluate agency responses to what NFIRS categorizes as False Alarm and False Call responses NFIRS Incident Type 700-799. Evaluation of NFIRS Type 700-799 the agency found a decrease in False Alarm and False Call responses during 2017, which had been seeing an upward trend until 2017. As with this data set no quantifiable data exist to explain this trend.

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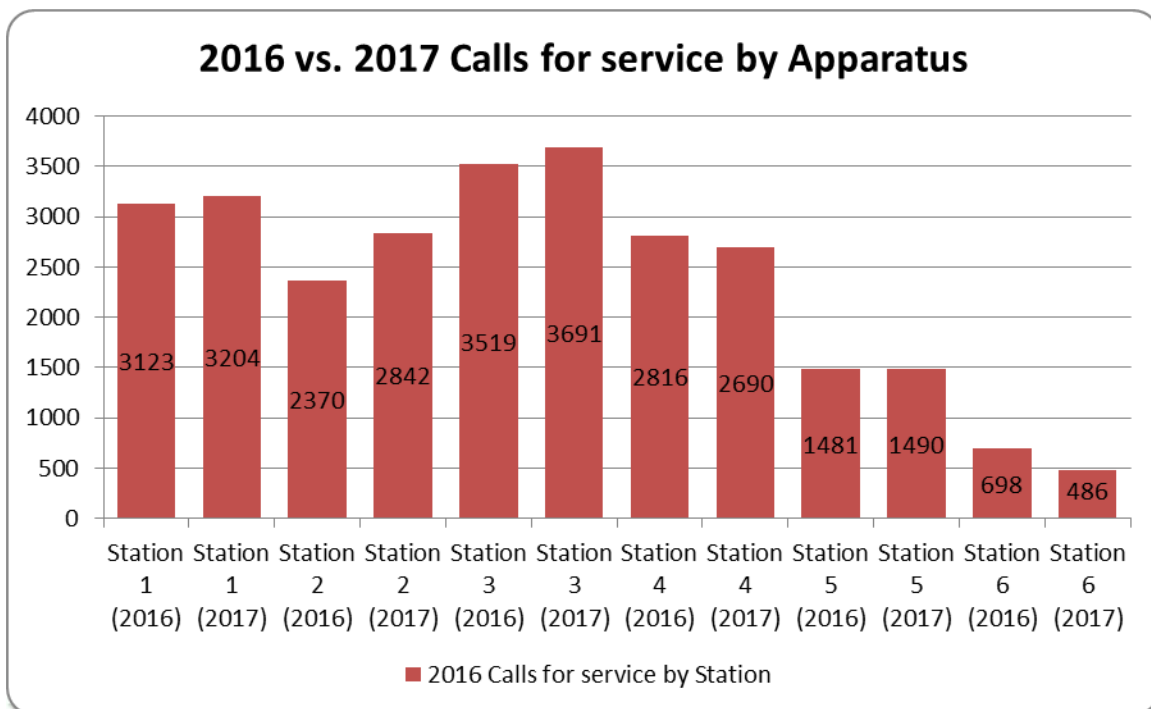
Data source from NFIRS Incident Type 700-799

The analysis was also performed related to individual station call volume based on changes between 2016 and 2017. This provides a brief understanding of the demands on each response planning zone since 2016.



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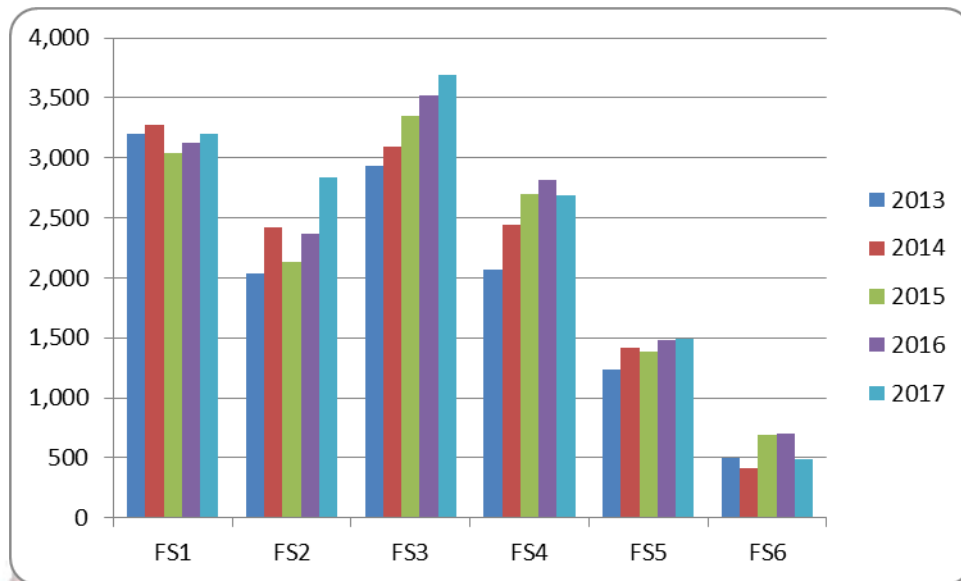


Analysis of CFS by Planning Zone shows the greatest increase in CFS in Planning Zone 1. The agency is currently in the process to address the need for additional response coverage in PZ1, and it is anticipated with SAFER support an additional apparatus/ladder will be reassigned to Station 1 in support of PZ1's increase in CFS.

In addition to analysis of CFS by the station, the analysis was also performed on CFS by Planning Zone. This took in account total responses within each PZ, which reflect not only first due responses but concentration units as well.

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Calls for service by Planning Zone

The analysis was also performed to evaluate the greatest areas EMS demands. Of these addresses health care facilities, mental health facilities, and mobile home parks contribute to the majority of the EMS CFS. Further evaluation is addressed in each of the Planning Zones.

F. Evaluation of Current Performance

Analysis of Agency Response

Along with the analysis of previous responses, the analysis was also performed based on established benchmarks. To do this computer-aided dispatch (CAD) data were analyzed to determine components of the Total Response Time (TRT); as such an explanation of TRT has been included.

Analysis of historical data was performed based on baselines and benchmarks that were established in 2013 as part of the Standard of Coverage requirement for Accreditation. Using previous benchmarks the agency is able to measure performance based on established goals.

The agency established benchmarks based on first due responses and effective response force benchmarks. Below are the benchmarks established in 2013 and used to analyze agency historical performance. Each reflects emergency responses for the respective category at the 90% percentile and is made up of the components of the Total Response

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Time (TRT) including 60 seconds for call processing and 60 seconds for turnout. In addition, the agency had established a benchmark for travel times for the first due unit within its own station run area or 1st due travel time within each Planning Zone.

2013 Benchmark Objectives used for performance analysis

CFS	Pop Density	1 st Due travel time within PZ	1 st Arriving TRT	ERF TRT
EMS				
	Urban	4 minutes	6 minutes	10 minutes
	Suburban	4 minutes	8 minutes	10 minutes
Fire				
	Urban	4 minutes	7 minutes	15 minutes
	Suburban	4 minutes	9 minutes	15 minutes
HazMat				
	Urban	4 minutes	7 minutes	30 minutes
	Suburban	4 minutes	9 minutes	30 minutes
Tech Rescue				
	Urban	4 minutes	7 minutes	30 minutes
	Suburban	4 minutes	9 minutes	30 minutes

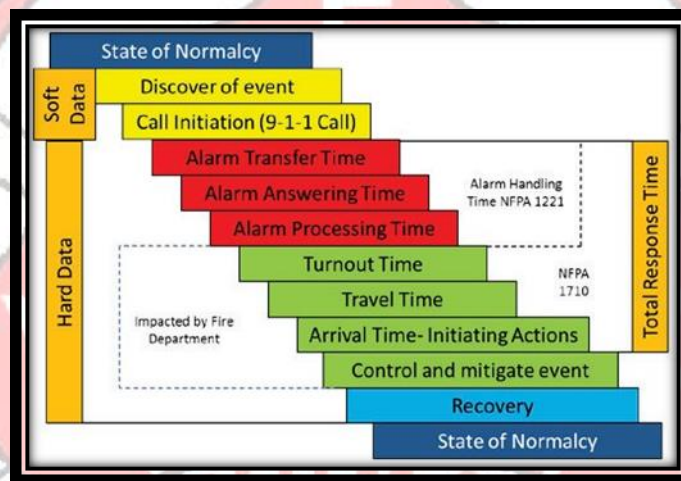
Through the historical analysis, the previous benchmarks were used to evaluate agency past performance. Further analysis of past responses is provided for each planning zone in the agency planning zone description of this CRA-SOC.

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Understanding Agency Response

How effectively the Yuma Fire Department responds to CFS is dependent on three factors that make up Total Response Time (TRT). Total Response Time consists of call processing time, turnout time, and travel time to the incident. Each of these factors is measured to develop the Agency's Baseline performance. Baseline performance is evaluated by analyzing response data that are identified as emergency responses. Emergency response calls are defined as those that require apparatus/ambulance response using lights and sirens during the entire response to the location of the emergency. Any deviation from using lights and sirens throughout the response is not deemed emergency response and are therefore not calculated in the TRT analysis.



Time Points and Time Intervals

Event Initiation

Event Initiation is the point at which factors occur that may ultimately result in activation of the emergency response system. Precipitating factors can occur seconds, minutes, hours, or even days before a point of awareness is reached. An example is a patient who ignores chest discomfort for days until it reaches a critical point at which they make the decision to seek assistance (point of awareness). It is rarely possible to quantify the point at which event initiation occurs.

Emergency Event

The emergency event is the point at which awareness of conditions exists requiring an activation of the emergency response system. This is considered the point of awareness. It may be the recognition by an individual that assistance is needed, or it may consist of mechanical or electronic recognition of an event such as smoke or heat detector activation.

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Alarm

The alarm is the point at which emergency response system is activated. An example of this time point is the transmittal of a local or central alarm to a public safety answering point. Again, it is difficult to determine the time interval during which this process occurs with any degree of reliability.

Notification

Notification is the point at which an alarm is received by the agency. This transmittal may take the form of electronic or mechanical notification received and answered by the public safety agency dispatch center.

Call Processing Time

Call Processing is calculated upon receipt of the event notification or receipt of the call for service from the 911 caller through the dispatching of emergency response vehicles. These calls are directed through the 911 or non-emergency numbers to the Public Safety Answering Point (PSAP). The PSAP is staffed with professional Emergency Medical Dispatchers (EMD) who are trained using Association of Public-Safety Communications Officials (APCO) EMD standards and approved pre-arrival information and are a major player in the rapid filtering of these CFS. PSAP personnel strive to achieve and maintain compliance with call processing and to dispatch time recommendations established in NFPA 1221. Once the call for service is dispatched to the appropriate responding units, call processing time stops. Through agency analysis call processing time has been identified as an area that has the capacity to provide for some improvement.

Turn-Out Time

Turn-out time is calculated upon receipt of the alert tones through the station alerting system, or other means when necessary until the appropriate units are moving to the call. Through agency analysis, turn-out time has been determined to be an area that provides some room for improvement.

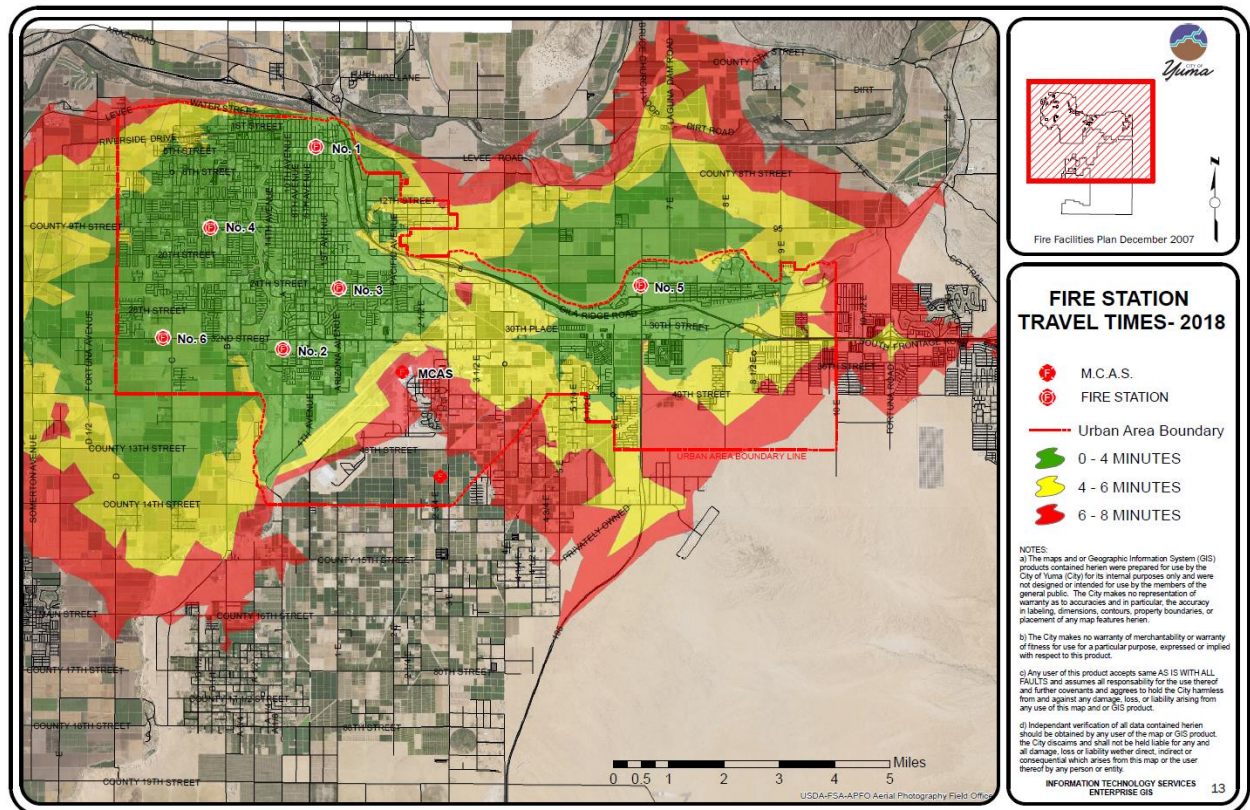
Travel Time

Travel time is calculated from the time the apparatus begins moving (end of Turn-out time) to the arrival of the apparatus or responding unit to the scene. The measurement of travel time is evaluated in two specific areas; those dispatched from the first due areas, (first due) and the effective response force (ERF) units. ERF is defined as the total number of resources/personnel needed for a scene to accomplish established critical tasks.

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The Fire and Facility plan has been used to guide the agency in the development and expectations for agency response. Using GIS analysis, the Fire Facility plan identified, through road miles, the zones of response that should ideally be reached within 4, 6, or 8 minutes of travel. This along with the recommendations established as part of NFPA 1710 assist the agency in the establishment of agency benchmarks.



For the CRA-SOC total response time (TRT) is factored for all emergency call types and based on the 90% percentile, which provides performance measurement 90% of the time. For the analysis portion of TRT, some data sets have been disqualified for calculation purposes.

Data Disqualification Factors

To obtain accurate data sets an evaluation of computer-aided dispatch (CAD) times were evaluated. Understanding that input is required by the end user; i.e., the dispatcher or responding unit, some level of evaluation must be established to provide confidence in the data being evaluated. For this level of confidence to be maintained some data sets have been disqualified to help ensure consistency and a higher level of confidence in performance. All data were analyzed, and for those inputs that either exceeding standard

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responses or any component of the Total Response Time (TRT) that was deemed to be below the expected reaction times, those data sets were disqualified. Additionally, any data set that was missing any input that would affect the evaluation and analysis were too disqualified. The analysis was performed through the download of CAD data from the previous 5 years and moved into an Excel Spreadsheet. Within the Excel Spreadsheet data was evaluated for completeness and disqualifications. This process provided clean data for analysis and dissemination into the attached response tables.

Call processing disqualifications

Times were analyzed for accuracy in each of the total response time (TRT) criteria. Call processing and dispatching times that exceeded the standard ability of call takers and dispatchers to process were analyzed to ensure confidence in data sets obtained from CAD. Call processing/dispatch times that exceeded 5 minutes were deemed to be in error and therefore were disqualified in the data analysis as part of the data reporting requirement for TRT. Although extended call processing/dispatching times can occur, it was determined that a call processing time of greater than 5 minutes was recorded in error and therefore disqualified.

Turn-out time disqualifications

For turn-out time disqualification a turn-out time that was recorded as ZERO seconds or exceeded 5:00 minutes were not factored into the calculations. A turn-out time of ZERO seconds or one that exceeded 5:00 minutes was deemed to have been recorded in error. Although some cases may occur that the actual turn-out time is ZERO confidence in data sets that had a ZERO second turn-out time was deemed to have been an input error. Examples however of times that might incur a ZERO second turn-out time could be from a patient walk-in to a staffed station, or a response unit rolling up on a scene as the incident occurred and reported the incident and a 5:00 turn-out time was identified as an input error. These events, however, are rare and to ensure confidence in these sets of data, calls with records of ZERO seconds or 5:00 minutes or greater turn-out times were disqualified from the analysis.

Response time disqualifications

Like the turn-out time disqualification, response times that exceed the standard were reviewed and disqualified. Response times that were missing or exceeded 15 minutes for the first due responder and those that exceeded 20 minutes for the effective response force (ERF) were considered to be in error. However, special responses, such as

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Hazardous Materials, and Technical Rescue Responses were evaluated individually as the potential for a delayed ERF was deemed probable.

Disqualification factors		First Unit	ERF
Component	Lower Limit	Upper Limit	ERF Response
Call Processing time	0:00	5:00	n/a
Turn-out time	0:00	5:00	n/a
Travel Time	0:00	15:00	20:00

In addition to the disqualification factors above data analysis was performed based on community population densities through agency CAD CFS. Analysis determined that a population density was not associated with 2576 CFS during the 5-year period. Additionally, data sets were then cross referenced against both PZs and GIS coordinates to pinpoint CFS locations. Below is the list of disqualified data sets.

Distribution After Data Disqualifiers			
Reason	Est Inc	Remaining	Percent
Call Processing Low	103	66,577	0.2%
Call Processing High	616	65,961	0.9%
Turnout Low	3,104	62,857	4.7%
Turnout High	39	62,818	0.1%
Travel Low	51	62,767	0.1%
Travel High	195	62,572	0.3%
Population Blank	2,576	59,996	3.9%
Blank FRMS District	1,866		2.8%
Blank GIS District	958	59,038	1.4%
	9,508		14.3%
1st Responder	13,448	46,489	20.2%

Distribution

Distribution is described by CFAI in the CRA-SOC 6th edition manual as the geographical location of all first-due resources for initial intervention. The agency uses

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distribution as a means to quantify first-due run area responses. Using this definition the agency is able to evaluate the performance of agency response personnel and to evaluate how effectively fixed facilities and assigned apparatus in these facilities are deployed. Analysis of distribution is factored on first due agency apparatus and ambulances. Within each of the 7 PZs agency 1st due response was evaluated and measured to established benchmarks.

For all agency distribution, the arrival of the 1st due unit allows the agency personnel to determine additional resource needs.

Concentration

Concentration is described by CFAI in the CRA-SOC 6th edition manual as the spacing of multiple resources arranged so that an initial “effective response force” can arrive on the scene. For the Yuma Fire Department, concentration is analyzed by the arrival of the effective response force (ERF). For each category of response, the agency ERF has been determined on the development of critical tasks.

Critical Tasks

For each agency response, specific tasks have been identified as needed to be completed for the success of agency operations. A complete list of agency critical tasks for each agency response is attached to the appendices.

G. All-Hazards Risk Assessment and Response Strategies

The Yuma Fire Department looks at risk in the Operations Division and the Community Risk Reduction Division.

The Yuma Fire Department Risk Assessment model can be best described as a Two-axis risk assessment process. For the two-axis approach, the probability and consequence of an incident occurring are evaluated, and a response strategy is developed to address the potential. Risk can further be defined as the probability of an event occurring followed by the consequences or impact on the community should such an event happen. The risk is evaluated based on the standard rule of maximum/high, moderate, and low risk of occurrence or impact of an event occurring.

For the analysis done for the CRA-SOC, the two-axis model was used. For all categories, an evaluation of risk was performed based on probability and consequence, and risk levels were assigned to each response category. For Fire Risks, at all levels, it was determined that the probability of a fire occurring was consistently low for both

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residential and commercial occupancies. Although each had potential, a majority of commercial properties in the community have met the engineer requirements and have monitored alarm systems, fire sprinklers, or both, reducing the likelihood of the event requiring a full agency response or ERF. For single or two-family residential occupancies, the City has no sprinkler ordinance, which increased the probability of a fire requiring an ERF response. The consequence was considered as well. For residential ERF fires, the consequence was deemed low, although the residence may be a total loss, plans for assistance for the residents are in place. For Commercial occupancies, the consequence can be considered high. The impact to the community of a commercial fire can be seen in a multitude of ways; financial loss of business tax revenue, financial loss to employees who are unable to work while repairs are made, and the potential for loss of the occupancy that may be unable to financially support the time needed to rebuild the business. Using this analysis process, a risk level of moderate/high was established for both residential and commercial fires and a low risk has been assigned for other fire types.

Community Risk Reduction Risk Analysis

The Yuma Fire Department responds to risk based on the severity of the call for service. Additionally, the City has adopted the 2012 NFPA 1 Fire Code, with local amendments. This code has been adopted to address current and future development within the municipality. It also addresses alterations and changes of use for occupancies. Fire and life safety are a priority for the community, and the 2012 NFPA 101 Life Safety Code is referenced in its entirety by the adopted fire code. The Life Safety Code makes provisions for both new and existing occupancies. Items such as means of egress, features of fire protection, building service and fire protection equipment, interior finish, contents, furnishings, fire department service delivery, access, water supply, hazardous materials, and occupancy specific hazards are just some of the aspects of the regulation topics within the adopted fire code and associated referenced materials. In addition, amendments have been made to the fire code to enhance fire and life safety by requiring most new commercial buildings to have automatic fire sprinklers installed. There is also an amendment to require a retrofit of automatic fire sprinklers in certain changes of occupancy use, as well as large additions to existing commercial buildings.

One of the ways the Community Risk Reduction (CRR) Division at the Yuma Fire Department is actively involved in risk reduction is through the participation and input into all commercial projects in the City. Aspects of this type of involvement include pre-development meetings, plan reviews, new construction inspections, acceptance and final

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testing of fire protection features, and input into the final issuance of the certificates of occupancy. Another way that CRR is actively involved in risk reduction in the community is through commercial property inspections for compliance with the fire and life safety codes. The CRR Division is not adequately staffed to perform annual inspections on all commercial buildings however, and prioritizes inspection delivery based on an occupancy risk assessment. Inspection efforts are concentrated on high risk or high fire frequency establishments, as well as inspections required by agreements with the Arizona State Fire Marshal. This approach has allowed the minimal staffing levels to be the most effective in prevention efforts. Of the 2,240 buildings in the inspection program, 637 were inspected in 2017 (800 in 2016). There are also well over 3,500 businesses within those 2,240 buildings, and over 1,400 different businesses were inspected in 2017. This puts the number of buildings reached on an annual basis at approximately 1/3 of the built environment.

The Community Risk Reduction Division has developed a Risk Assessment model also based on the two-axis risk assessment model. Unlike the Operations Division however, the CRR risk assessment provides evaluation parameters for the inspection of businesses and occupancies that pose a greater probability of an event occurring along with greater consequences to the community if it does. The CRR Division directs their prevention and inspection activities with concentration on the highest risk facilities followed by the medium, and finally the low risk occupancies. This approach, has allowed the minimal staffing levels of the CRR Division to concentrate their annual efforts in protecting and ensuring the highest risk occupancies in the community receive regular evaluations.

Operations Division Risk Assessment

The Operations Division looks at events that are emergent in nature and have evaluated risk accordingly. This evaluation has led to the development of the agency's response model which includes; fires responses of multiple classifications, Emergency Medical calls, Technical Rescue Calls, Hazardous Materials calls, and a variety of emergency responses that fall into the "other" category.

Within each of these distinct risks, the agency has developed policies related to operational needs of the response personnel including the development of critical tasking needs and personnel needs or the effective response force (ERF).

Classifications of Fire Risk

Fire Risks within the community can be categorized as Low, Moderate, and High/Maximum. Each risk category has been developed to evaluate the development of personnel responses. This evaluation considers factors that will affect the probability and

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consequence of such an event occurring. For all fire risk responses, the agency has established response policies and unit assignments based on information gathered by the dispatch from the caller. Information gleaned through an established line of questioning by the dispatcher establishes the appropriate response model. Using the Computer Aided Dispatch (CAD) system the computer assigns and dispatches the appropriate responders based on pre-loaded run cards. This process allows the dispatcher to quickly send the appropriate resources while obtaining additional caller information or providing safety and evacuation instructions.

In addition to the information provided by the dispatcher, any company or command officer can either upgrade or downgrade resources based on the pre-arrival information.

Low Fire Risk

Special Duty: A special duty assignment is made for fires or other hazardous situations that pose a limited threat to life and health. Examples are; transformer fires on utility poles, pole fires, wires down, wires arcing, vegetation fires (excluding palm trees), vehicle fires not in or near a garage or structure, smoke in the area, carbon monoxide alarms, exterior trash, and public assistance call or other agency assistance requests which involve no life or fire hazards.

- **Special Duty One:** A special duty assignment one consists of 2 engine companies and a Duty Chief (a typical assignment of this nature would be a motorhome or tractor-trailer fire being reported).
- **Special Duty Two:** A special duty assignment two consists of a single engine company response (a typical assignment of this nature would be a general fire alarm activation or car fire).
- **Special Duty Hazardous Materials:** Routinely events involving hazardous materials responses of a low priority such as a vehicle gas spill are assigned the closest engine company, along with the Duty Chief. If the need to upgrade the assignment for a full-complement of hazardous material response is necessary that will be made via a special call through dispatch for the most appropriate resources.

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(Low Risk) Fire Suppression - 90th Percentile Times - Baseline Performance			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:59	02:00	01:43	02:02	01:59	02:09	:60
		Rural	02:03	02:03	01:36	01:31	02:15	02:09	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:32	01:22	01:14	01:25	01:43	01:38	1:20
		Rural	01:26	01:29	01:22	01:07	01:49	01:25	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:47	06:43	05:33	05:34	06:06	04:53	5:00
		Rural	06:34	07:09	06:27	06:35	06:10	06:33	5:00
	Travel Time ERF Concentration	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
		n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	08:05	08:45	07:44	07:30	08:27	07:40	7:20
			428	86	91	81	84	86	
		Rural	08:56	09:02	08:35	08:39	08:36	09:25	7:20
			308	59	69	52	67	61	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	

Moderate/High Fire Risk

Residential: A residential assignment will be made for fires in any single-family dwelling. Houses and single mobile home units require residential responses. Based on the conflagration hazard that is presented during fires involving palm trees, they too may receive the full complement of a residential assignment. This assignment consists of 3 engine companies, 1 ladder company, 1 medic unit, and a Duty Chief. Consideration will be offered by the responding Duty Chief to add an additional engine company or other resources based on known risk assessment or weather factors that may impact initial response personnel.

Commercial: A commercial assignment will be made for fires in all business occupancies, including apartment houses, or complexes, clubhouses, or recreation centers in apartment complexes, mobile home parks, schools, churches and other public assembly type structures. This assignment consists of the 3 engine companies, 1 ladder company, 1

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medic unit, and a Duty Chief. Consideration will be offered by the responding Duty Chief to add an additional engine company or other resources based on known risk assessment or weather factors that may impact initial response personnel.

(High/Moderate Risk) Fire Suppression - 90th Percentile Times - Baseline Performance			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:38	01:03	01:27	01:21	01:35	02:28	:60
		Rural	01:27	02:44	00:59	01:10	01:12	01:14	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:43	01:00	01:11	01:19	01:46	01:56	1:20
		Rural	01:23	01:35	00:56	01:10	01:20	02:05	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:28	05:55	05:32	05:24	05:01	05:22	5:00
		Rural	05:55	07:11	05:36	05:12	05:07	04:44	5:00
	Travel Time ERF Concentration	Urban	13:02	10:43	13:13	15:17	13:00	11:23	12:50
		Rural	13:38	14:19	12:59	12:29	12:23	13:35	12:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:39	07:20	07:45	07:45	06:35	07:25	7:20
			125	20	28	24	26	27	
		Rural	07:33	09:20	06:47	07:09	06:49	07:27	7:20
			39	9	7	7	8	8	
	Total Response Time ERF Concentration	Urban	15:47	12:33	16:18	17:12	14:59	15:32	15:10
			80	12	19	12	20	17	
		Rural	16:00	15:47	14:21	14:19	14:52	16:44	15:10
			20	2	5	5	5	3	

Classification of Emergency Medical Services Risk

The City of Yuma Fire Department provides EMS services and ALS transport services to the community. Along with the ALS transport responsibility the agency provides ALS first response from all agency apparatus. In addition to agency responders, integration of Rural Metro can be coordinated, as necessary, through the PSAP.

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EMS risk can be categorized based on information obtained by the caller and assessed by the Emergency Medical Dispatchers (EMD). EMD provides specific questioning to ensure the appropriate resources are sent to the medical call. EMS risk with the City of Yuma can be described as High-Risk priority one, Moderate Risk priority two, and Low-Risk priority three. These priorities are established based on information obtained by the call taker in the PSAP.

Priority Assignment

Call receiving and dispatching for medical assistance is provided in a standardized manner following the approved Association of Public-Safety Communications Officials (APCO) Emergency Medical Dispatching (EMD) guidelines under medical control for EMS caller interrogation, determination of appropriate levels of response and providing of pre-arrival instructions.

Dispatching levels of response vary and are determined by the severity of the patient's condition as outlined on the APCO Guide cards. The dispatcher reads the questions exactly as written on the guide cards. If the initial question is not understood as written, the dispatcher may re-phrase the question. If the caller does not speak English, the dispatcher will assign the highest priority. This system provides a systematic and approved process for identifying the risk level of EMS delivery.

Low EMS Risk

Low EMS risk (Priority 3) is considered a basic life support response. This would include caller needs that are defined in the APCO cards as non-emergency responses. For Low-Risk EMS calls YFD sends the nearest ALS staffed engine, and one Rural Metro ALS/BLS ambulance. If Rural Metro is unavailable YFD dispatch will send the closest YFD ALS ambulance. For Low-Risk EMS responses, all responding units travel to the scene without lights and sirens. In Low-Risk Motor Vehicle Crashes (MVC3) Rural Metro is dispatched as a shadow unit and responds without lights and sirens.

For the purpose of this CRA-SOC, Low priority EMS calls for service are not analyzed in regards to agency response performance.

Medium EMS Risk

Medium EMS Risk (Priority 2) is considered an upgrade from a priority 3 response. Through call taker information and directed by the APCO EMD process, the dispatcher designates a Priority 2 response. Although more emergent than a priority 3 call the level of need does not rise to the highest risk response. For Medium Risk, EMS calls YFD

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sends the closest ALS engine and the closest YFD ALS ambulance. During these responses, the ALS engine (in the area) responds with lights and sirens, and the ambulance travels without lights and sirens. In Medium Risk Motor Vehicle Crashes (MVC2) Rural Metro is dispatched as a shadow unit and responds without lights and sirens.

(Moderate Risk)EMS - 90th Percentile Times - Baseline Performance			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:46	01:39	01:35	01:40	01:45	02:01	:60
		Rural	01:45	01:40	01:38	01:43	01:50	01:57	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:19	01:22	01:11	01:12	01:19	01:26	:60
		Rural	01:18	01:21	01:10	01:14	01:19	01:25	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	05:38	05:58	05:44	05:39	05:42	05:09	5:00
		Rural	05:42	06:09	05:55	05:35	05:35	05:15	5:00
	Travel Time ERF Concentration	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
		n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:44	08:05	07:42	07:38	07:47	07:27	7:20
			7,689	1,472	1,416	1,407	1,469	1,925	7:20
		Rural	07:50	08:18	07:48	07:40	07:48	07:35	
			6,434	1,207	1,256	1,211	1,226	1,534	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	

High EMS Risk

High EMS Risk (Priority 1) is considered the highest level EMS response and the needs of the event dictate the need for an emergency response. Information obtained for High EMS Risk events is gathered by the EMD and if needed pre-arrival directions, such as CPR instructions can be given by the dispatcher. All Priority 1 calls receive both an ALS Engine and Ambulance traveling, from initiation of the call to arrival to the scene, with

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lights and sirens. In High-Risk Motor Vehicle Crashes (MVC1) Rural Metro is dispatched as a shadow unit and responds with lights and sirens.

(High Risk) EMS - 90th Percentile Times - Baseline Performance			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:33	01:29	01:28	01:32	01:32	01:48	:60
		Rural	01:36	01:31	01:25	01:33	01:37	01:52	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:18	01:20	01:09	01:13	01:22	01:25	:60
		Rural	01:16	01:20	01:10	01:11	01:20	01:21	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	05:26	05:38	05:31	05:31	05:16	05:02	5:00
		Rural	05:32	05:52	05:40	05:38	05:29	05:00	5:00
	Travel Time ERF Concentration	Urban	07:06	07:18	07:10	07:02	06:54	06:58	6:50
		Rural	07:23	08:01	07:35	07:13	07:08	07:03	6:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:24	07:39	07:24	07:25	07:17	07:14	7:20
			15,589	3,307	3,407	3,057	2,799	3,019	
		Rural	07:34	07:52	07:35	07:32	07:34	07:13	7:20
			9,233	1,868	2,039	1,785	1,733	1,808	
	Total Response Time ERF Concentration	Urban	09:15	09:26	09:10	09:09	09:04	09:19	8:50
			15,289	3,307	3,298	3,009	2,730	2,945	
		Rural	09:36	10:10	09:43	09:20	09:20	09:32	8:50
			8,878	1,817	1,959	1,760	1,602	1,740	

High-Risk River EMS Response

The proximity and nature of the Colorado River present unique medical responses. Access to a patient may hinder the speed of response, and therefore a specific risk classification was developed for EMS responses on the Colorado River. A River Response will be dispatched for a patient needing medical assistance at the River. Based on information obtained by the PSAP a River Response will be initiated. A High-Risk River Response (EMSR) consists of the closest ALS engine, ALS ambulance, and the Duty Chief. For an EMSR all responding units travel with lights and sirens. *(If a person/patient is trapped/stuck/in the River, a technical rescue team water response will be initiated which is outlined below in the TRT Risk Analysis.)*

In addition to Fire and EMS responses, the agency has in place policies which direct the response to special incidents. Special incidents include Hazardous Materials assignments,

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Technical Rescue responses, bomb threats, aircraft emergencies, along with managed responses such as public assists, mutual aid requests, and strike team responses.

Classification of Hazardous Materials Incidents Risk

Low HazMat Risk

Low-risk hazardous materials classification would be classified as a small spill or release of a hazardous material that is contained or controlled and would not be deemed to pose a significant risk or hazard. Examples of a low-risk hazardous materials response would require one engine and the shift battalion. Such events would be a small gasoline spill at a fuel station.

Medium HazMat Risk

Medium risk hazardous materials classification would be classified as a report of a release or spill of a hazardous material that is significant in size or known to be highly toxic in nature will be classified as a hazardous material response (i.e., ammonia releases, tanker truck leaking chemicals). This response will include 3 Engines, Ladder, Duty Chief, and Medic Unit; however, it would be managed by the crews on scene.

High/Maximum HazMat Risk

High-risk hazardous materials classification would be classified as a report of a release or spill of a hazardous material that is significant in size or known to be highly toxic in nature will be classified as a hazardous material response (i.e., ammonia releases, tanker truck leaking chemicals). This response will include 3 Engines, Ladder, Duty Chief, and Medic Unit. This type event would require specialized equipment and personnel trained in identifying, controlling or stopping the flow of material, or would require personnel donning specialized PPE to manage/control/stop the flow/release. Additionally, the release may/could pose an immediate hazard to the surrounding area, environment, or community. This Risk would require the use and dispatching of Special-Ops 2.

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(All Risk) Hazardous Material - 90th Percentile Times - Baseline Performance			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	02:10	02:47	01:43	01:56	02:23	02:14	:60
		Rural	02:13	01:58	02:12	02:17	02:19	01:53	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:20	01:26	01:19	01:00	01:08	01:34	1:20
		Rural	01:39	01:40	01:34	01:23	01:39	01:37	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	06:47	07:27	06:07	05:37	07:03	06:21	5:00
		Rural	06:17	06:00	05:50	06:33	06:49	06:10	5:00
	Travel Time ERF Concentration	Urban	11:02	11:32	11:29	08:37	09:46	10:12	10:00
		Rural	14:53	08:42	14:40	13:36	11:42	13:44	10:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	09:36	10:06	07:30	07:56	10:03	08:43	7:20
			330	74	57	74	59	66	
		Rural	09:06	08:44	09:01	09:29	09:53	08:33	7:20
			214	47	42	38	38	49	
	Total Response Time ERF Concentration	Urban	13:59	15:09	14:13	11:07	12:57	13:20	12:20
		Rural	18:32	12:23	17:23	18:37	16:37	17:40	12:20
			26	3	5	5	7	6	

Classification of Technical Rescue Incident Risk

Technical Rescue assignments will be made to incidents that are unique and challenging which may require specialized equipment and training to mitigate the danger, render care to a patient, or perform a body recovery. These events are very technical in nature and may include but are not limited to confined space, trench rescue, high angle, low angle, rope rescue, water rescue, structural collapse and palm tree rescue. Critical tasking assignments have been established for each Technical Rescue Team response which is listed in the appendix of this document.

High/Maximum TRT Risk

Technical rescue assignment is considered High-Risk Events involving confined spaces, an open trench, or a high angle rope rescue may consist of 2 engines, 1 ladder, 1 medic

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unit, the technical rescue vehicle, and the Duty Chief. A technical rescue assignment involving a river rescue consists of the same assignment as above, substituting the water rescue craft for the technical rescue vehicle. Special duty assignments of this nature will normally escalate and be upgraded upon the initial apparatus arriving on the scene. Upon arriving on the scene, Command may upgrade or downgrade the response to those resources deemed appropriate to manage and mitigate the event. This could include callback of needed TRT personnel, requesting mutual aid from TRT teams at Marine Corps Air Station and requesting any other resources necessary to ensure the health and welfare of the public and emergency response personnel.

(All Risk) Technical Rescue - 90th Percentile Times - Baseline Performance			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:33	01:28	01:36	01:48	01:39	02:23	:60
		Rural	01:29	01:29	00:34	01:05	01:22	02:31	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:29	01:28	00:57	00:51	01:11	01:46	1:20
		Rural	01:33	01:36	00:47	00:57	01:42	01:03	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	06:26	06:28	03:39	05:11	04:58	09:02	5:00
		Rural	06:01	06:09	05:41	06:06	04:31	04:41	5:00
	Travel Time ERF Concentration	Urban	16:13	N/A	16:13	N/A	N/A	N/A	16:00
		Rural	N/A	N/A	N/A	N/A	N/A	N/A	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	08:32	08:31	05:41	07:25	07:29	10:54	7:20
			195	170	7	4	4	10	
		Rural	08:28	08:42	06:45	07:38	05:54	07:06	7:20
			199	154	4	9	14	18	
	Total Response Time ERF Concentration	Urban	25:54	N/A	25:54	N/A	N/A	N/A	18:20
			1	N/A	1	N/A	N/A	N/A	
		Rural	N/A	N/A	N/A	N/A	N/A	N/A	
			N/A	N/A	N/A	N/A	N/A	N/A	

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Special Response Risks

Bomb Threat Incidents

The primary responder for events involving bomb threats or calls with suspicious packages will be members of law enforcement. Upon notification of a bomb threat, dispatch will notify by telephone the Duty Chief, providing the location and circumstances. The Duty Chief will determine the appropriate response and identify the units to respond (if any) when appropriate. The units selected for response will respond via normal traffic and efforts to meet with the law enforcement representative will be made at a unified command post. Due to the sensitivity of these types of incidents reference to the incident as a “bomb threat” is prohibited over the radio. The responding unit(s) will advise dispatch only that they are staging, location, and who will be the fire department liaison to the unified command incident commander.

Aircraft Emergency Incidents

The alert classifications of aircraft emergencies are distinguished by the Federal Aviation Administration to describe an unsafe condition or situation involving an aircraft. The primary means of disseminating such emergencies is through the airport control tower or another legitimate source (MCAS Structural/ARFF Fire Departments). Upon notification by the airport control tower, or another source, of an aircraft emergency over the City of Yuma, attempts will be made to obtain the following information: type of aircraft (military/civilian), number of passengers/people on board, expected area of impact, amount and type of fuel, if military any munitions presently on board. In the event of a pending crash, dispatching shall consist of a commercial assignment to the impact area, and all available information will be relayed to responding crews. If the impact area is confirmed in the city, but not at the airport, dispatch will make the initial commercial assignment and then contact Marine Corps Aircraft Rescue Fire Fighting for mutual aid.

Mutual Aid Incidents

Mutual aid is based upon pre-planned written agreements between agencies in different jurisdictions to assist one another at incidents when requested and available. Requests for mutual aid must originate from a fire department chief officer or a law enforcement agency. YFD will respond with a level of response that is determined by the Duty Chief. A conscientious effort will be made when determining the response capability by the Duty Chief to not deplete resources to an unacceptable level to the community. When requested by a jurisdiction for which YFD is party to an agreement, the following pertinent information will be obtained: type of situation, the extent of emergency, location, access or routing information, contact person, command post location, and call

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back number. The Duty Chief will then identify units to respond. In order to receive/request mutual aid from a party to an agreement, the Incident Commander (IC) will channel the request through dispatch with the following: department to be contacted, needs, location for reporting. The dispatcher, in turn, will contact the proper agency by telephone, request necessary resources, and advise them of all pertinent information and attempt to obtain an arrival time from the agency and relay information to the IC.

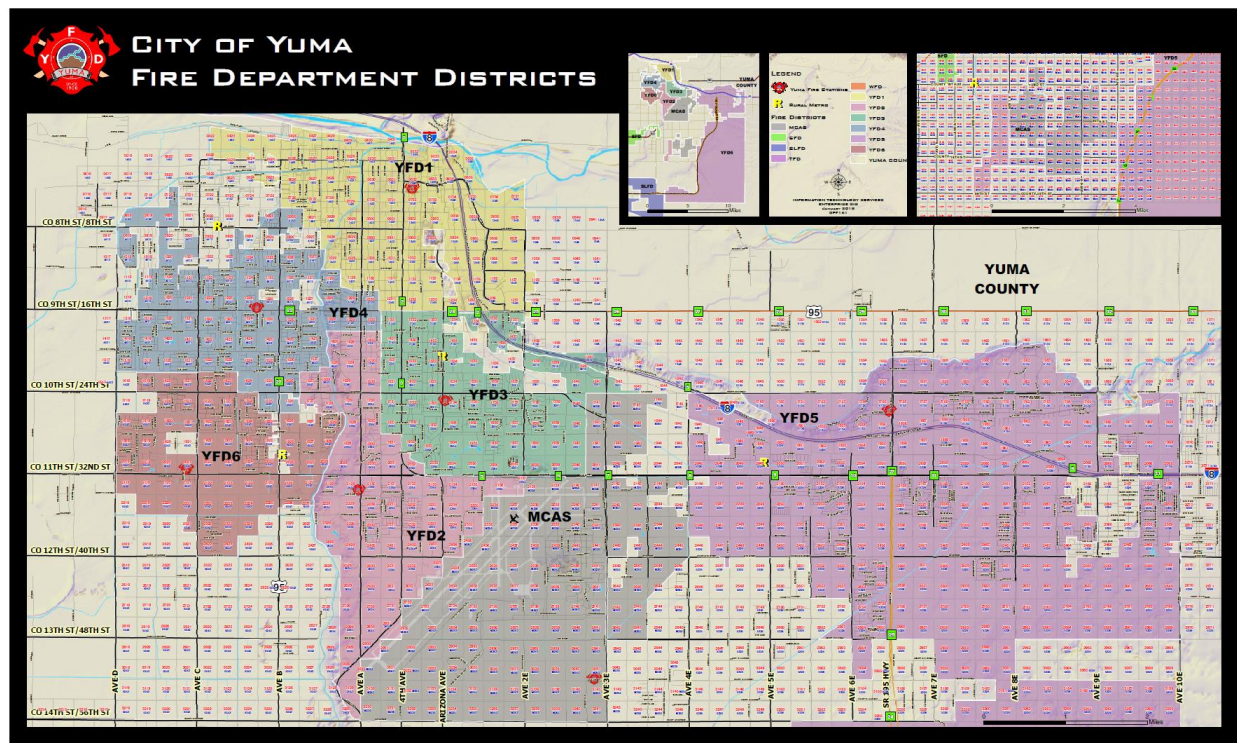
H. Agency Planning Zones

The Department has a developed process that establishes geographic Planning Zones (PZs), which allows for a system of review and evaluation of the effectiveness of the emergency services provided within each planning zone. As described in the CFAI Community Risk Assessment: Standards of Coverage 6th Edition the City of Yuma Fire Department uses a fixed deployment operational model or station response area model as a means of establishing each PZ. This process allows the agency to effectively evaluate performance within each station response area and evaluate historical performance related to both distribution (1st due) and concentration (Effective Response Force-ERF).

To further provide guidance and evaluation to emergency services provided the agency uses a grid system which divides response areas to quarter-mile square grids to assist with pinpointing locations for response and evaluation. These response grids are used to direct responders to specific addresses as well as allow the agency to determine the need to better provide services to areas that may have historically seen higher than normal CFS or longer than expected agency response times.

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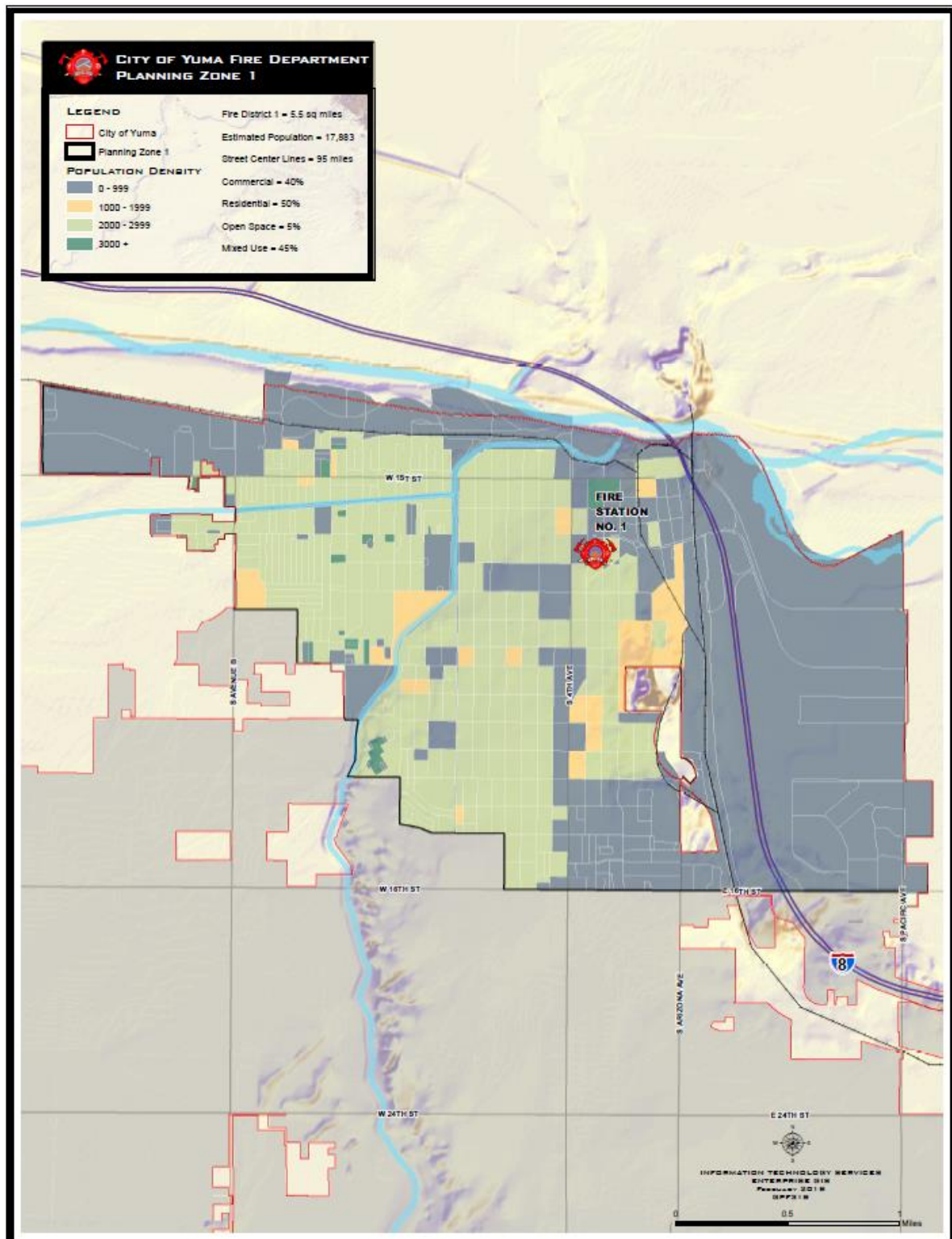


Station 1 PZ1

Station 1 is located at the North end of the City of Yuma which includes a major portion of the City's historical area including the historic downtown part of the City. In addition to the historic area of the City, Interstate 8, a major portion of the Colorado River, and main rail headquarters are located in the district's first due area. Being on the North most portion of the City along the Colorado River response units for Station 1 are regularly sent to mutual aid assistance to areas west of the City into California.

Planning Zone 1 covers 5.5 square miles of response area with a street center line of 95 miles within the PZ. It is a mix of both Urban and Rural population densities with a population of 17,883 made up of occupancies classified as 50% Residential, 45% Mixed Use, 40% Commercial, and 5% Open Space.

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PZ 1 Map with Population Density

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PZ 1 Demographics

Age range

Male			Female	
Total	8909		Total	8945
Under 5	824		Under 5	759
5 to 9:	755		5 to 9:	689
10 to 14:	756		10 to 14:	771
15 to 19:	510		15 to 19:	781
20 to 24:	834		20 to 24:	434
25 to 29:	657		25 to 29:	641
30 to 34:	545		30 to 34:	548
35 to 39:	451		35 to 39:	511
40 to 44:	584		40 to 44:	551
45 to 49:	561		45 to 49:	587
50 to 54:	525		50 to 54:	574
55 to 59:	432		55 to 59:	476
60 to 64:	367		60 to 64:	362
Over 65	736		Over 65	921

Ethnicity

White	10393
Black	630
American Indian	470
Asian	116
Pacific Islander	12
Other	5249
2 or more	974
Hispanic Origin	13145

Housing Units

Total Units	6544
Occupied Units	5634
Owner Occupied	2667
Renter Occupied	2967
Vacant Units	910

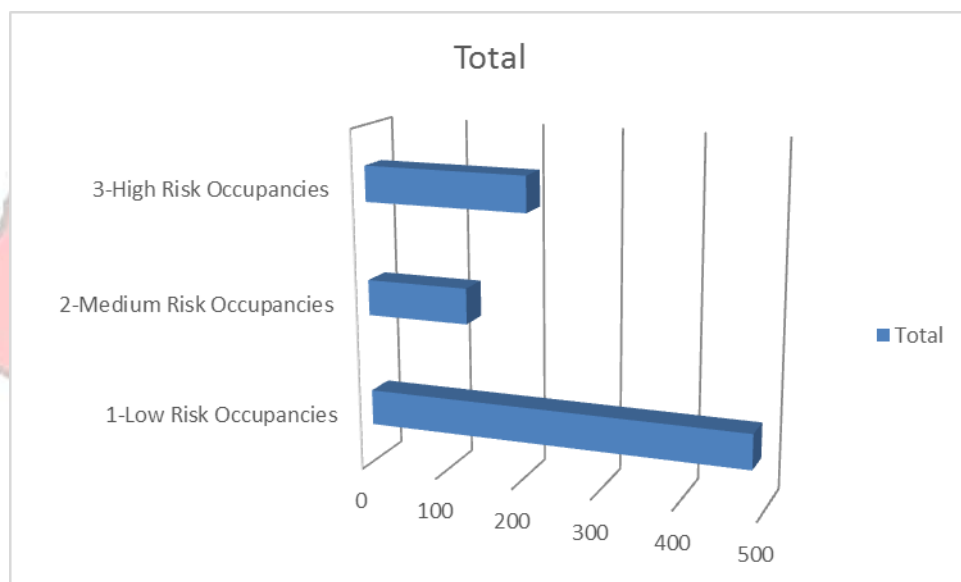
PZ1 Population: 17,853

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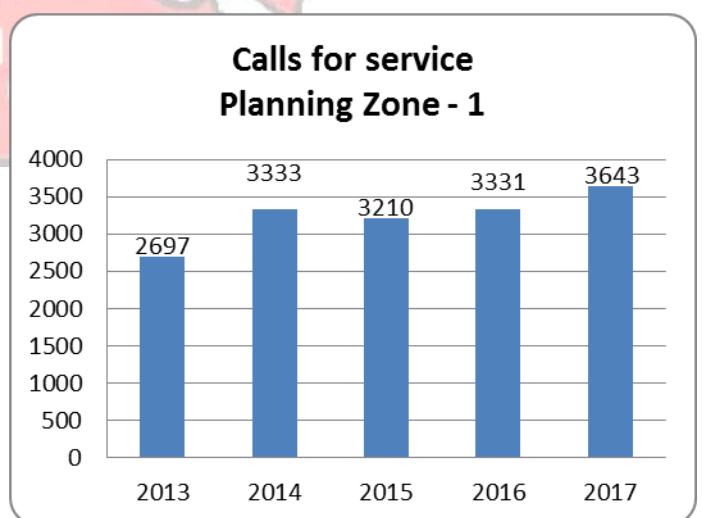
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Within PZ 1 the agency has identified, as part of its Risk Assessment the following Occupancies and the level of risk associated with each based on the analysis done by the Community Risk Reduction Division.

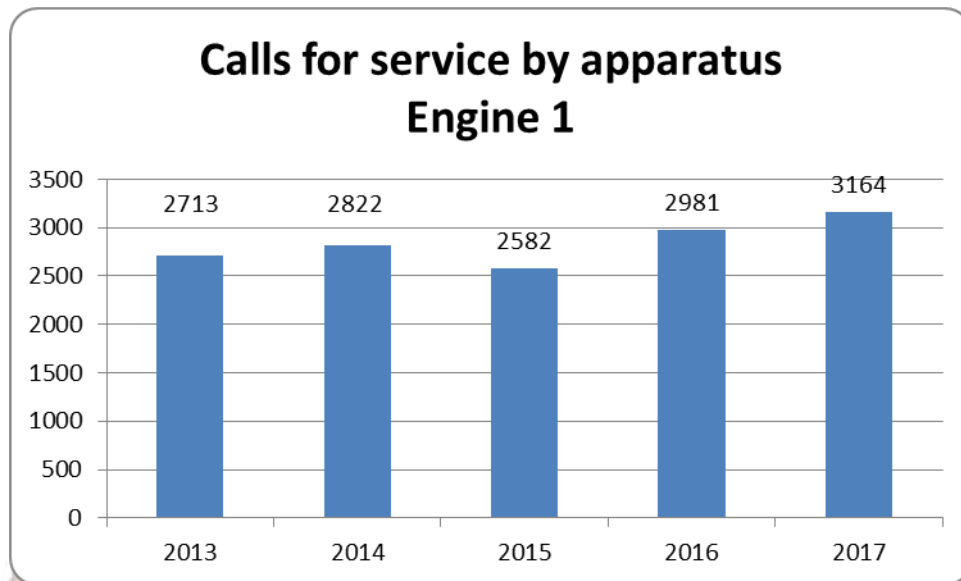
Row Labels	Count of Building Name
1-Low Risk Occupancies	485
2-Medium Risk Occupancies	130
3-High Risk Occupancies	208
Grand Total	823



PZ 1 remains the agency's busiest run area with steady growth seen throughout the years beginning in 2013 with a slight decrease the following year. For 2017 the PZ saw an increase in response demand of 8.5%. Analysis of the PZ also included evaluation of the total CFS answered by Engine 1 over the last 5 years. Although the PZ was identified as the busiest with 3643 CFS in 2017 Engine 1, assigned to PZ1 responded to the second most CFS at 3164 behind Engine 3 at 3249 CFS in 2017.



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Planning Zone 1 Response Performance Tables are provided in the appendix.

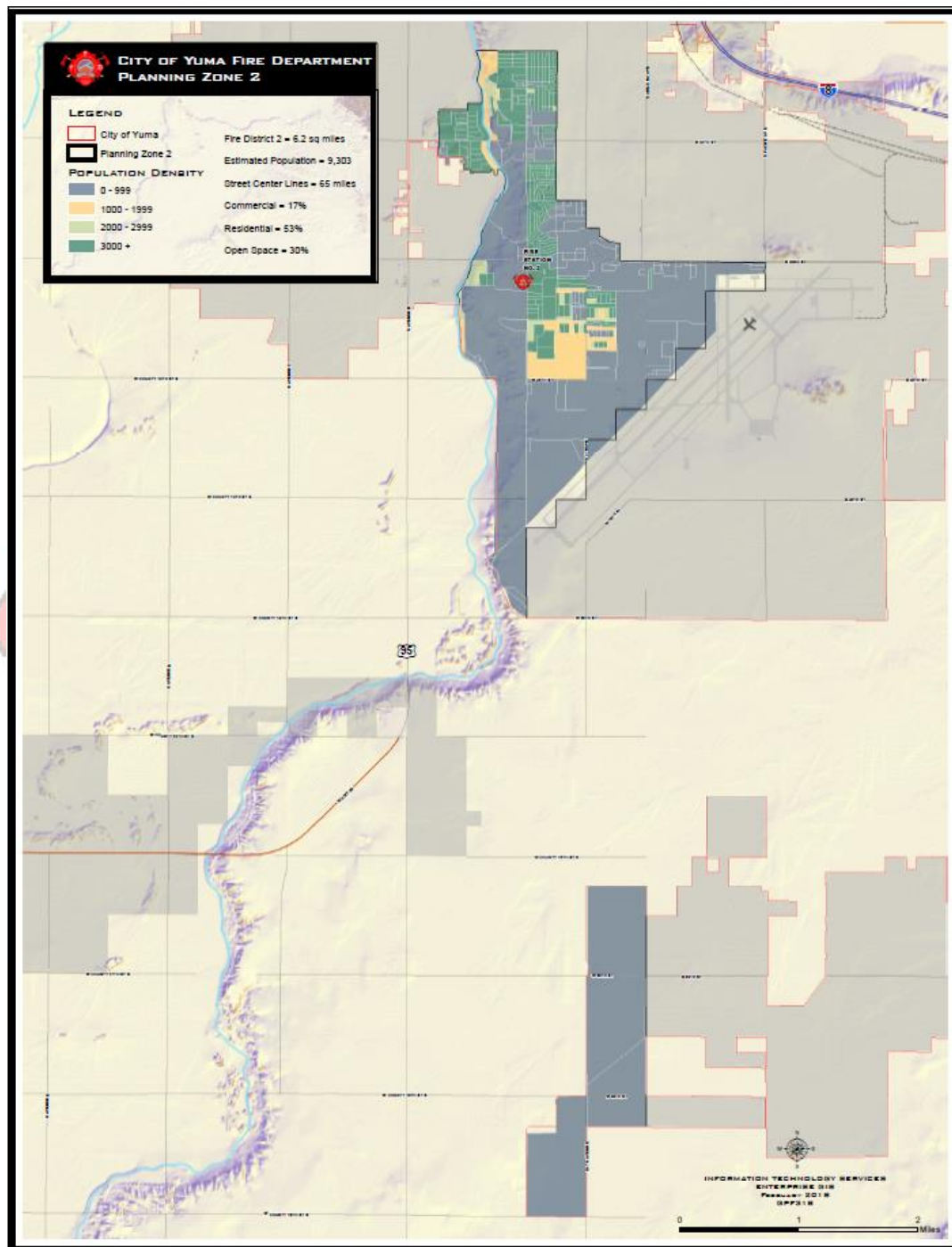
Station 2 PZ-2

Station 2 is located on the South end of the City and covers areas to the South that are undeveloped but that have major thoroughfares between the City and Cities to the South including Mexico. Station 1 is located less than a mile from the City's Civic center and Jim Deyo Park both which draw large crowds during several major City events throughout the year. Planning Zone 2 covers many nursing care facilities as well as the community's hospital.

Planning Zone 2 covers 6.2 square miles of response area with a street centerline of 65 miles within the PZ. It is a mix of both Urban and Rural population densities with a population of 9,303 made up of occupancies classified as 53% Residential, 17% Commercial, and 30% Open Space.

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PZ 2 Map with Population Density

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PZ 2 Area Demographics

Age range

Male			Female	
Total	3939		Total	4308
Under 5	219		Under 5	261
5 to 9:	235		5 to 9:	222
10 to 14:	240		10 to 14:	235
15 to 19:	277		15 to 19:	263
20 to 24:	301		20 to 24:	286
25 to 29:	285		25 to 29:	275
30 to 34:	198		30 to 34:	188
35 to 39:	190		35 to 39:	185
40 to 44:	162		40 to 44:	210
45 to 49:	189		45 to 49:	232
50 to 54:	221		50 to 54:	273
55 to 59:	213		55 to 59:	241
60 to 64:	246		60 to 64:	283
Over 65	963		Over 65	1154

Ethnicity

White	6082
Black	170
American Indian	122
Asian	143
Pacific Islander	12
Other	1337
2 or more	380
Hispanic Origin	3796

Housing Units

Total Units	4534
Occupied Units	3422
Owner Occupied	1234
Renter Occupied	2188
Vacant Units	1112

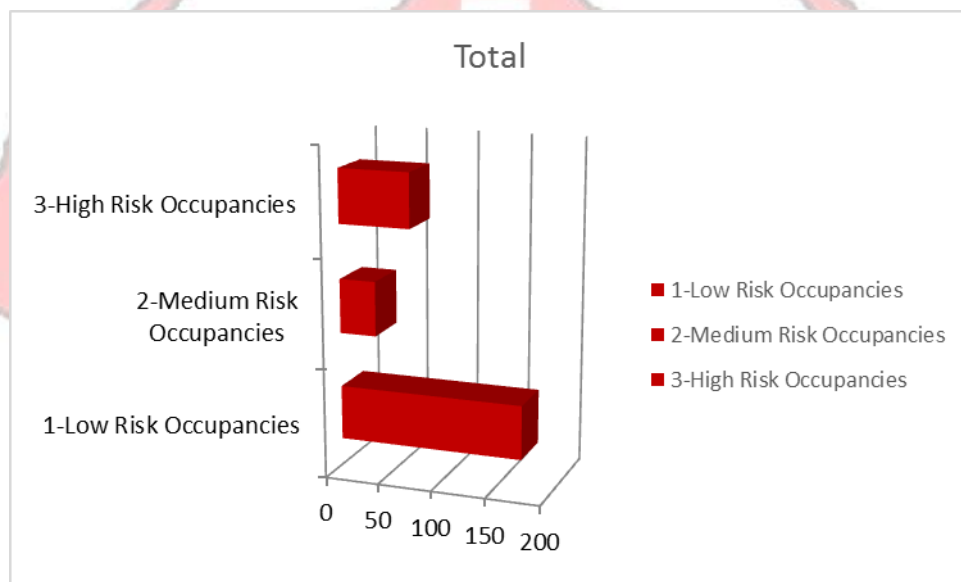
PZ2 Population: 8247

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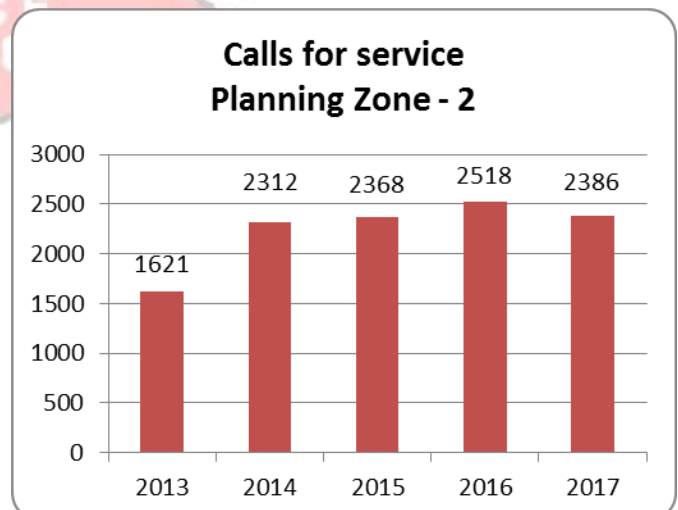
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Within PZ 2 the agency has identified, as part of its Risk Assessment the following Occupancies and the level of risk associated with each based on the analysis done by the Community Risk Reduction Division.

Row Labels	Count of Building Name
1-Low Risk Occupancies	171
2-Medium Risk Occupancies	34
3-High Risk Occupancies	67
Grand Total	272



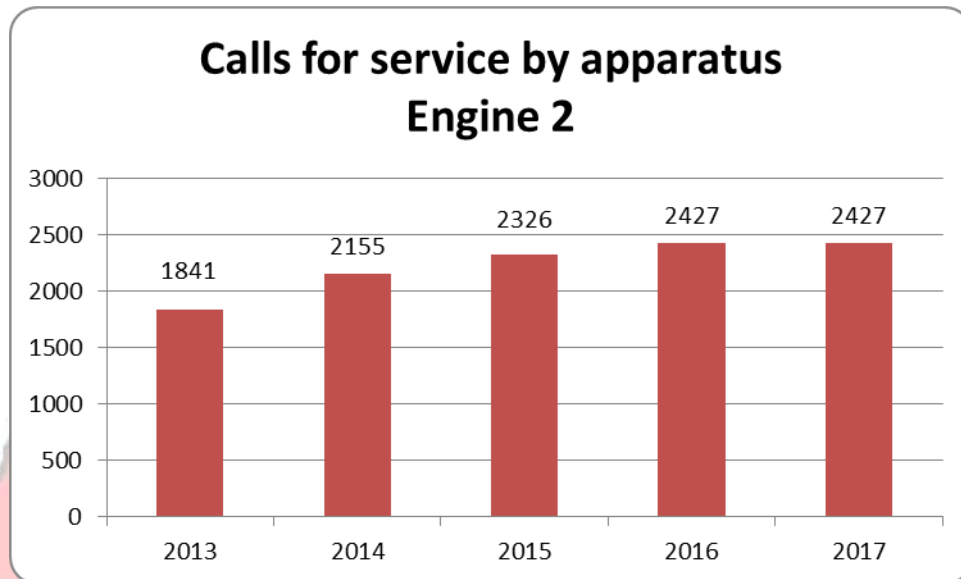
Planning Zone 2 (Station 2 Run Area) saw a slight decrease in the number of CFS in 2017 compared to 2016 with a total response decrease of 132 CFS. Although the responses for the PZ were somewhat decreased in 2017 from the previous 2016 total, the overall responses for Engine 2 remained constant from 2016 to 2017 according to CAD data analyzed for Engine 2. In January 2017, it was decided, based on the financial need, to move Yuma Ladder 2 to Station 5 to operate in a split role



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response with Yuma Engine 5 creating Ladder Tender 5/Ladder 5 cross staffing. The move of YL02 placed an additional burden on YE02, which had not been seen in previous years.



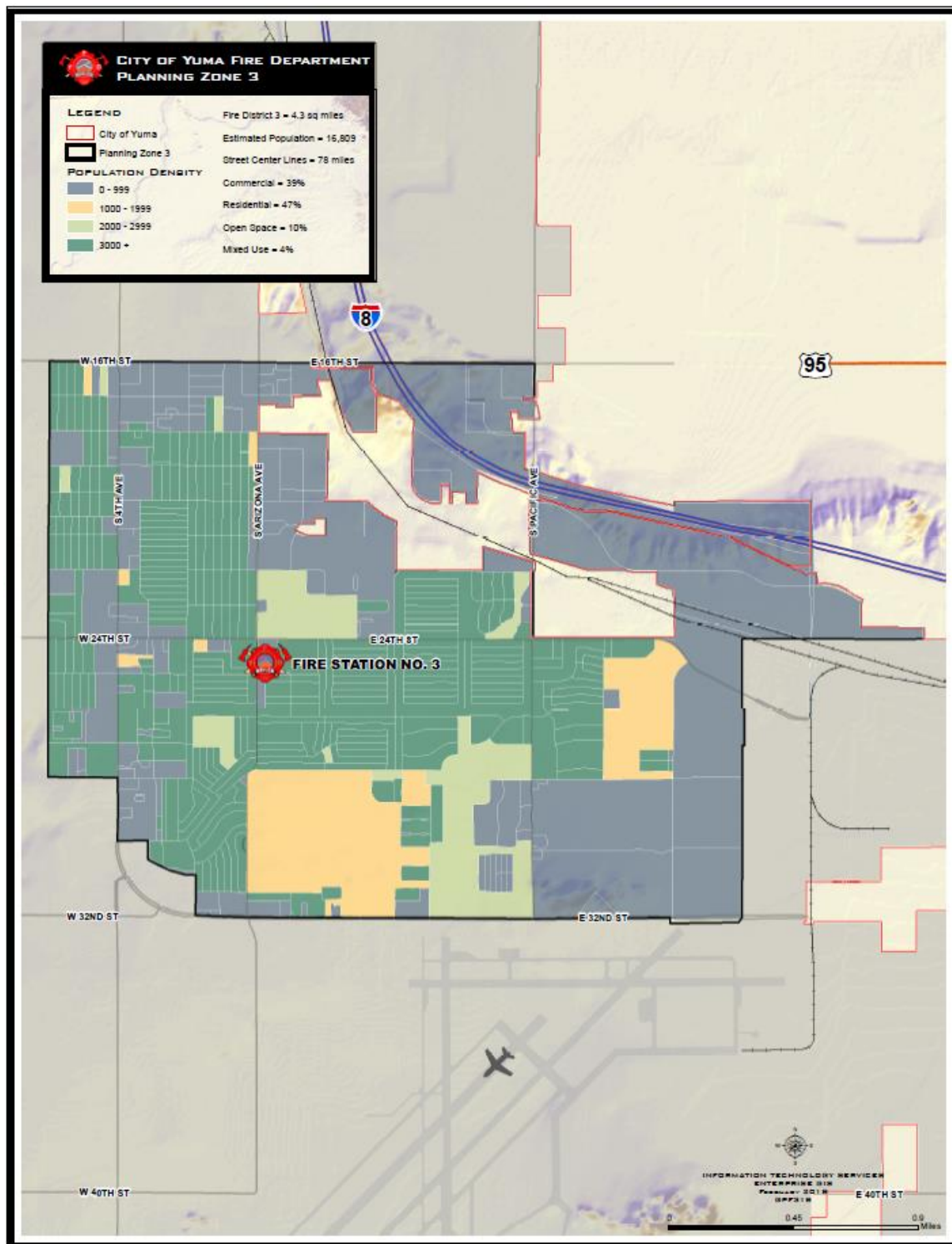
Planning Zone 2 Response Performance Tables are provided in the appendix.

Station 3 PZ-3

Station 3 is the most centrally located station in the City. Station 3 area extends to the East and is typically second due to the industrial area of our City. Additionally, Station 3 covers major roadways including portions of Interstate 8, Business 8, 4th Avenue, and 16th St/Highway 95.

Planning Zone 3 covers 4.3 square miles of response area with a street centerline of 78 miles within the PZ. It is a mix of both Urban and Rural population densities with a population of 16,809 made up of occupancies classified as 47% Residential, 39% Commercial, 10% Open Space and 4% Mixed Use.

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PZ 3 Map with Population Density

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PZ 3 Area Demographics

Age range

Male			Female	
Total	8157		Total	8647
Under 5	665		Under 5	635
5 to 9:	562		5 to 9:	580
10 to 14:	588		10 to 14:	561
15 to 19:	633		15 to 19:	646
20 to 24:	147		20 to 24:	667
25 to 29:	700		25 to 29:	581
30 to 34:	671		30 to 34:	446
35 to 39:	475		35 to 39:	486
40 to 44:	458		40 to 44:	480
45 to 49:	438		45 to 49:	530
50 to 54:	497		50 to 54:	596
55 to 59:	443		55 to 59:	524
60 to 64:	391		60 to 64:	418
Over 65	1100		Over 65	1497

Ethnicity

White	11914
Black	402
American Indian	306
Asian	250
Pacific Islander	28
Other	3156
2 or more	748
Hispanic Origin	9342

Housing Units

Total Units	7202
Occupied Units	6315
Owner Occupied	3416
Renter Occupied	2899
Vacant Units	887

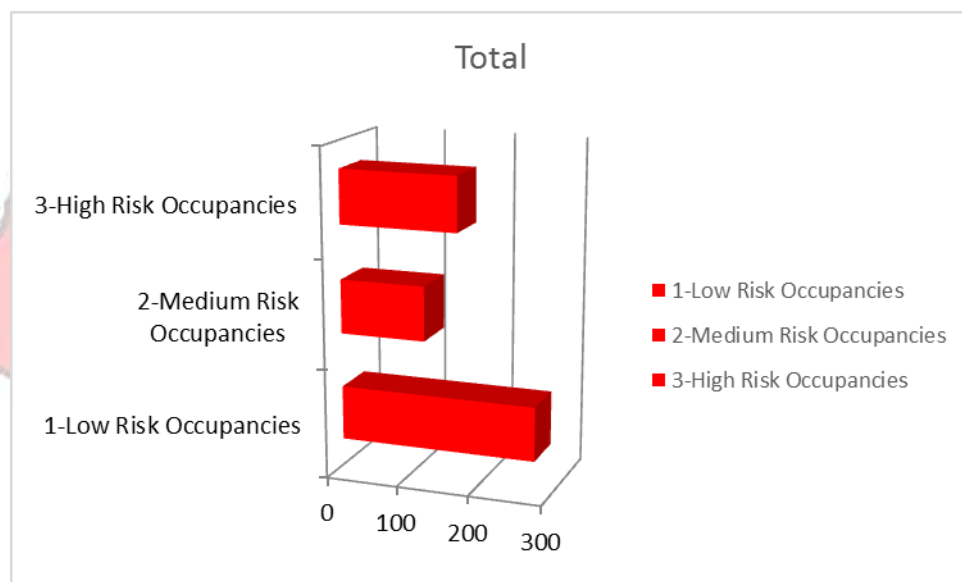
PZ3 Population: 16804

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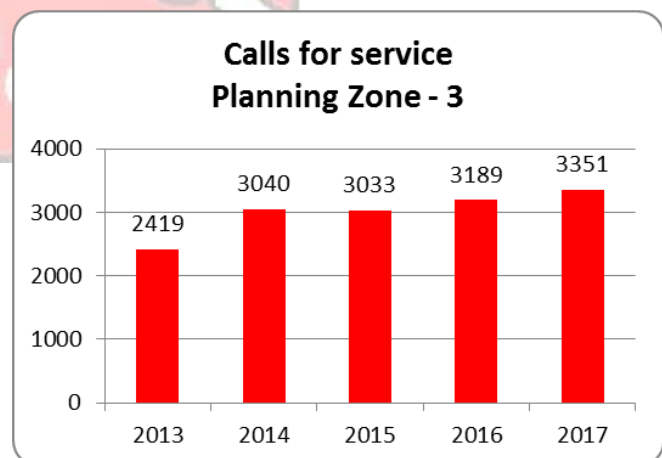
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Within PZ 3 the agency has identified, as part of its Risk Assessment the following Occupancies and the level of risk associated with each based on the analysis done by the Community Risk Reduction Division.

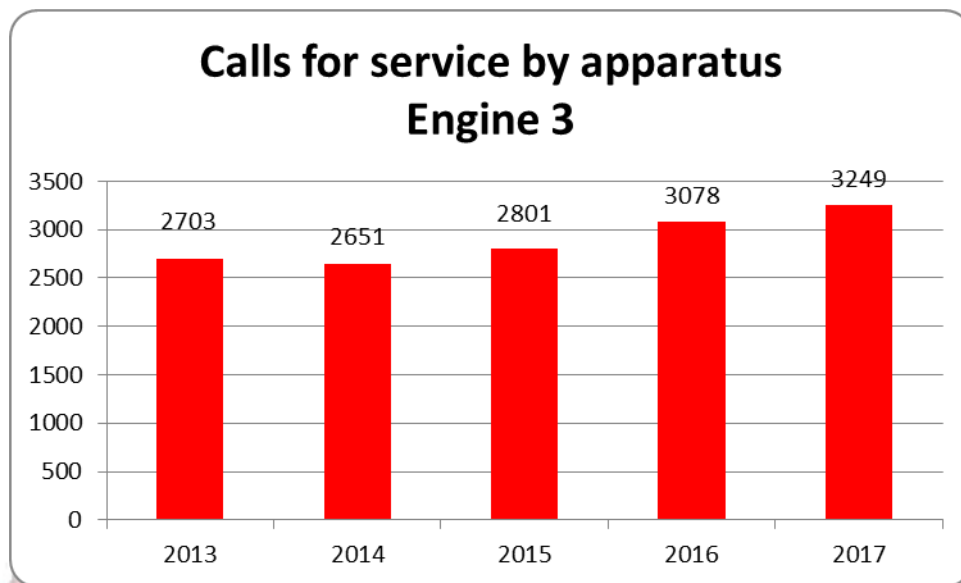
Row Labels	Count of Building Name
1-Low Risk Occupancies	273
2-Medium Risk Occupancies	119
3-High Risk Occupancies	165
Grand Total	557



PZ 3 remains the agency's second busiest run area with steady growth seen throughout the years since 2013. For 2017 the PZ saw an increase in response demand of 4.8 %. Analysis of the PZ also included evaluation of the total CFS answered by Engine 3 over the last 5 years. Although the PZ was identified as the second busiest with 3351 CFS in 2017 Engine 3, assigned to PZ3 has consistently been the busiest engine in the City responding to 3249 CFS in 2017 an increase of 5.2% over the previous year in line with the growth seen in the overall PZ.



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Planning Zone 3 Response Performance Tables are provided in the appendix.

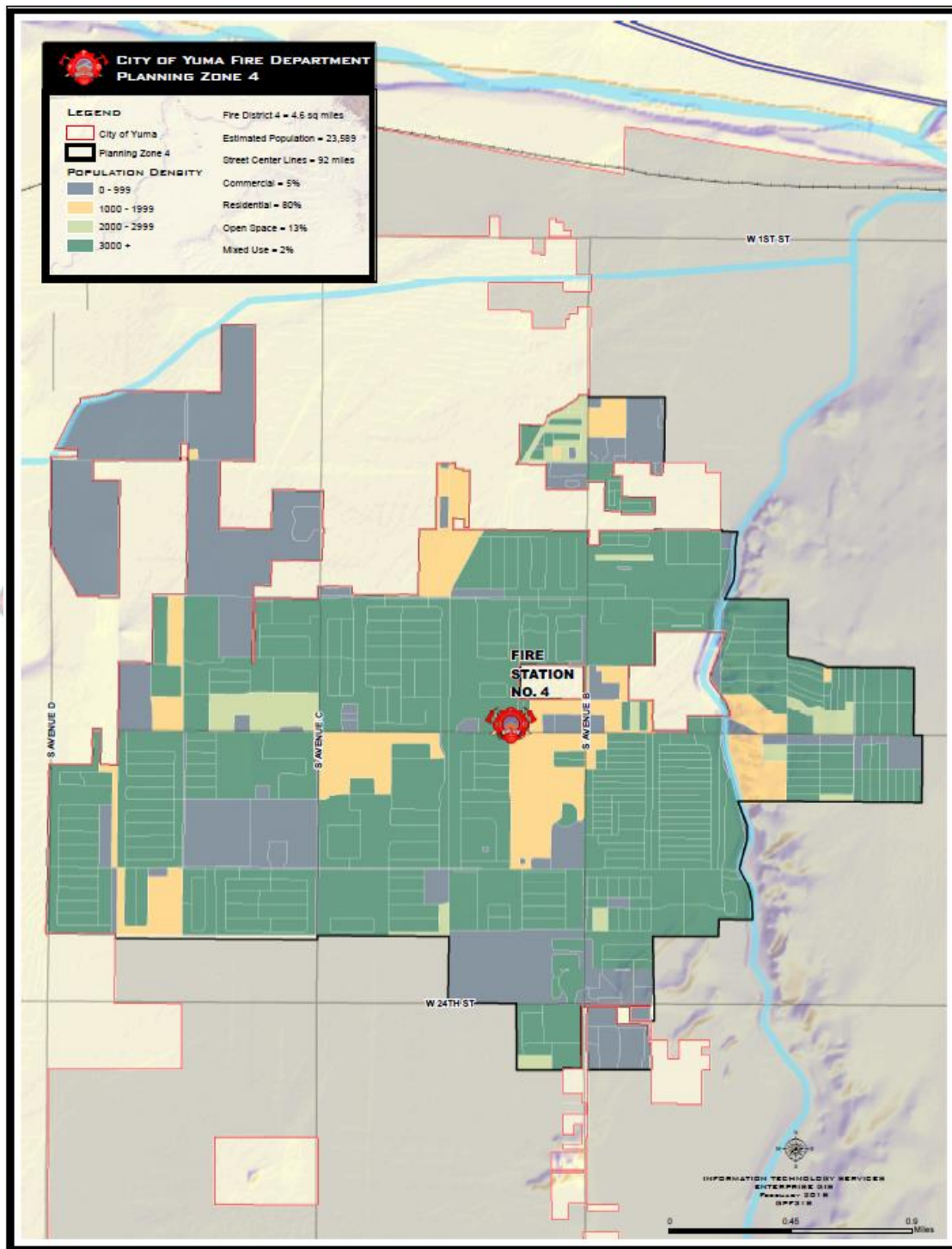
Station 4 PZ-4

Station 4 is located west of the City center in the West Valley. PZ 4 has seen significant growth over the last several years and provides response coverage to a wide variety of risks. Within PZ 4 are two of the highest demand locations; two retirement communities, Emerald Springs and Desert Rose. These two locations accounted for 473 CFS in 2016. Along with these areas of high demand, Hwy 95 makes its turn south from 16th St to Ave B in this PZ, which brings added traffic demands and risk.

Planning Zone 4 covers 4.6 square miles of response area with a street centerline of 92 miles within the PZ. It is a mix of both Urban and Rural population densities with a population of 23,589 made up of occupancies classified as 80% Residential, 5% Commercial, 13% Open Space and 2% Mixed Use.

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PZ 4 Map with Population Density

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PZ 4 Area Demographics

Age range

Male			Female	
Total	10994		Total	11703
Under 5	899		Under 5	815
5 to 9:	896		5 to 9:	925
10 to 14:	1002		10 to 14:	962
15 to 19:	985		15 to 19:	980
20 to 24:	856		20 to 24:	941
25 to 29:	809		25 to 29:	810
30 to 34:	713		30 to 34:	674
35 to 39:	641		35 to 39:	769
40 to 44:	666		40 to 44:	788
45 to 49:	690		45 to 49:	769
50 to 54:	687		50 to 54:	767
55 to 59:	564		55 to 59:	585
60 to 64:	461		60 to 64:	494
Over 65	1125		Over 65	1424

Ethnicity

White	16270
Black	579
American Indian	265
Asian	486
Pacific Islander	55
Other	4125
2 or more	917
Hispanic Origin	12236

Housing Units

Total Units	9251
Occupied Units	7784
Owner Occupied	5081
Renter Occupied	2703
Vacant Units	1467

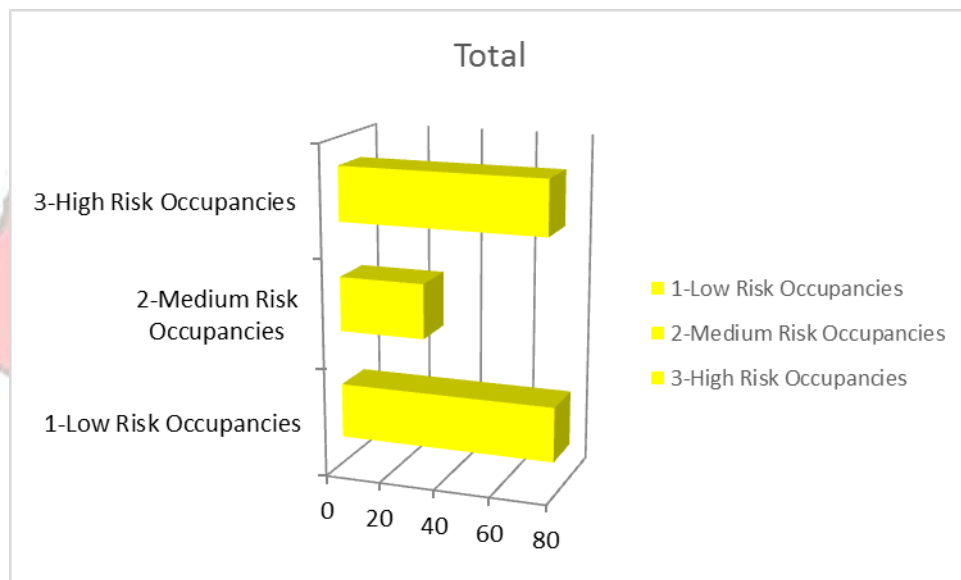
PZ4 Population: 22697

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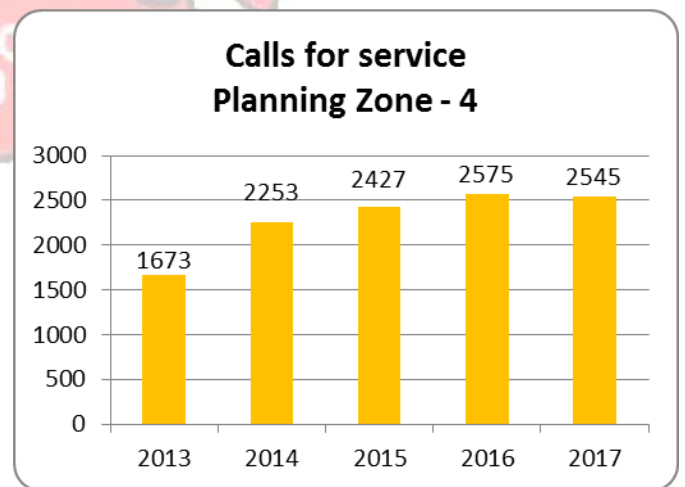
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Within PZ 4 the agency has identified, as part of its Risk Assessment the following Occupancies and the level of risk associated with each based on the analysis done by the Community Risk Reduction Division.

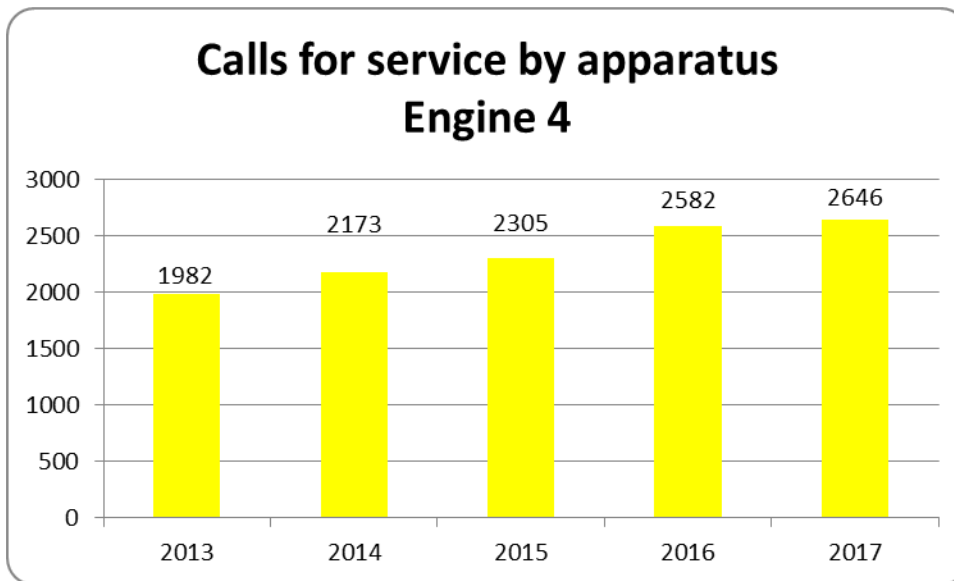
Row Labels	Count of Building Name
1-Low Risk Occupancies	78
2-Medium Risk Occupancies	31
3-High Risk Occupancies	75
Grand Total	184



PZ 4 saw a 25.7 % increase in CFS from 2013 to 2014. Since that time the PZ has seen steady growth and remains fairly consistent in the areas of demand with a small decrease in CFS from 2016 to 2017 down by 30 CFS. Although a slight decrease was seen in CFS in PZ 4 the assigned engine, Engine 4 saw a slight increase, 46, CFS from 2016 to 2017.



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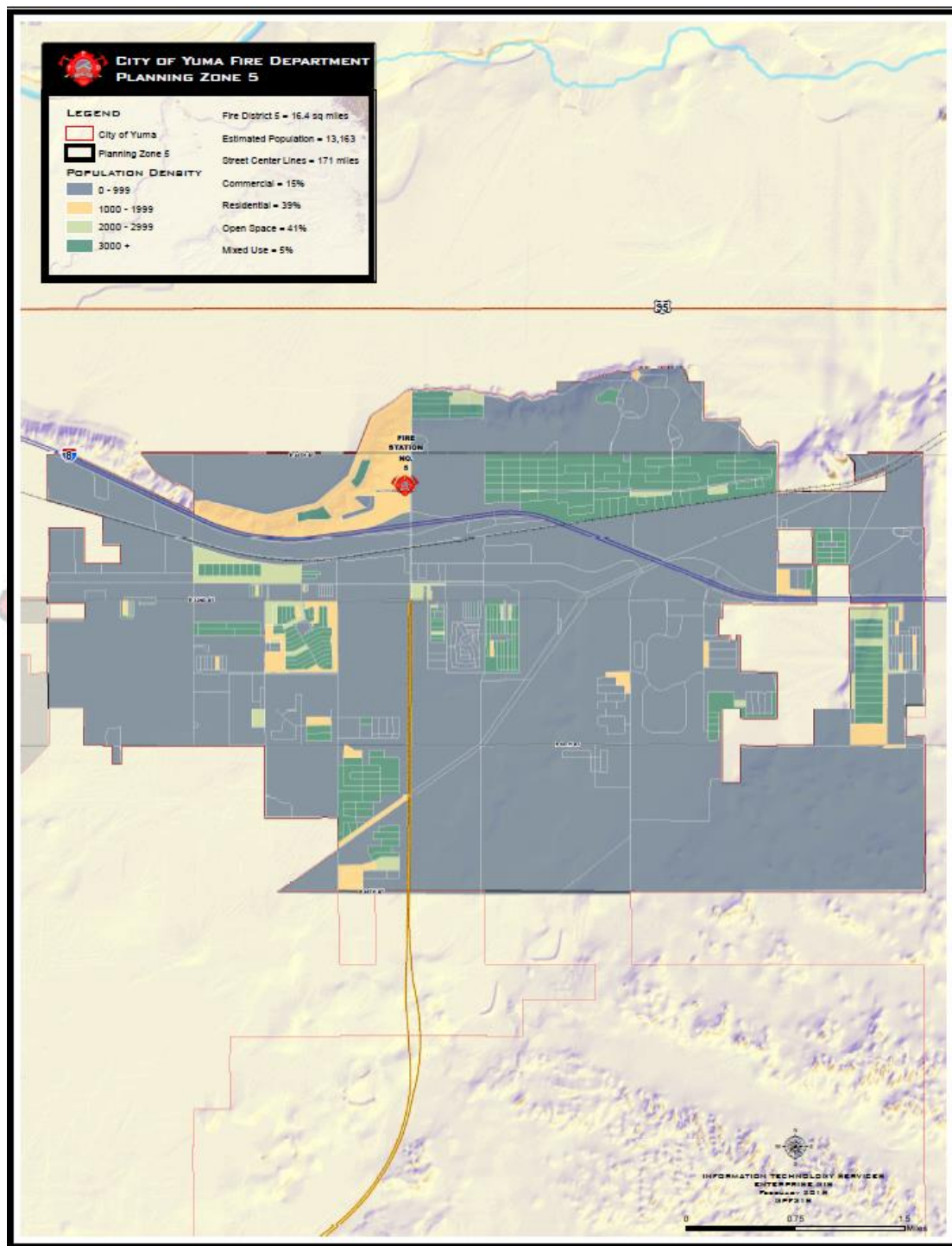
Planning Zone 4 Response Performance Tables are provided in the appendix.

Station 5 PZ-5

Station 5 is located in the east most section of City. Within PZ5 are major agricultural facilities that operate on a non-stop basis during the winter months from November through April on a full-time basis and with limited operations rest of the year. This area sees significant vehicle traffic as tractor-trailers truck products in and out of these agricultural centers. In addition, PZ 5 contains critical infrastructure including Interstate 8, Highways 95, and 195 the Southern Pacific Railroad and the one rail crossing in the City, 2 City water treatment plants and a Kinder-Morgan natural gas mainline that runs along the Sothern Pacific railway. Much of the area is still undeveloped which provides opportunity and risk in areas that are deemed undeveloped. PZ5 currently is the only PZ that is staffed by two engines/ladder as well as one ambulance. In addition to the many agricultural facilities, PZ5 provides services to many winter visitors who come to enjoy the warm winter months. PZ 5 is the agency's largest PZ, and there is a plan to decrease its size in the near future with the opening of Fire Station 7, although no date has been set.

Planning Zone 5 covers 16.4 square miles of response area with a street center line of 171 miles within the PZ. It is a mix of both Urban and Rural population densities with a population of 13,163 made up of occupancies classified as 39% Residential, 15% Commercial, 41% Open Space and 5% Mixed Use.

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PZ 5 Map with Population Density

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PZ 5 Area Demographics

Age range

Male			Female	
Total	6574		Total	6562
Under 5	518		Under 5	443
5 to 9:	517		5 to 9:	526
10 to 14:	536		10 to 14:	514
15 to 19:	600		15 to 19:	524
20 to 24:	362		20 to 24:	322
25 to 29:	393		25 to 29:	416
30 to 34:	453		30 to 34:	438
35 to 39:	414		35 to 39:	474
40 to 44:	379		40 to 44:	412
45 to 49:	330		45 to 49:	339
50 to 54:	300		50 to 54:	253
55 to 59:	227		55 to 59:	295
60 to 64:	296		60 to 64:	370
Over 65	1249		Over 65	1236

Ethnicity

White	10109
Black	313
American Indian	144
Asian	222
Pacific Islander	41
Other	1733
2 or more	574
Hispanic Origin	5195

Housing Units

Total Units	7813
Occupied Units	4550
Owner Occupied	3978
Renter Occupied	572
Vacant Units	3263

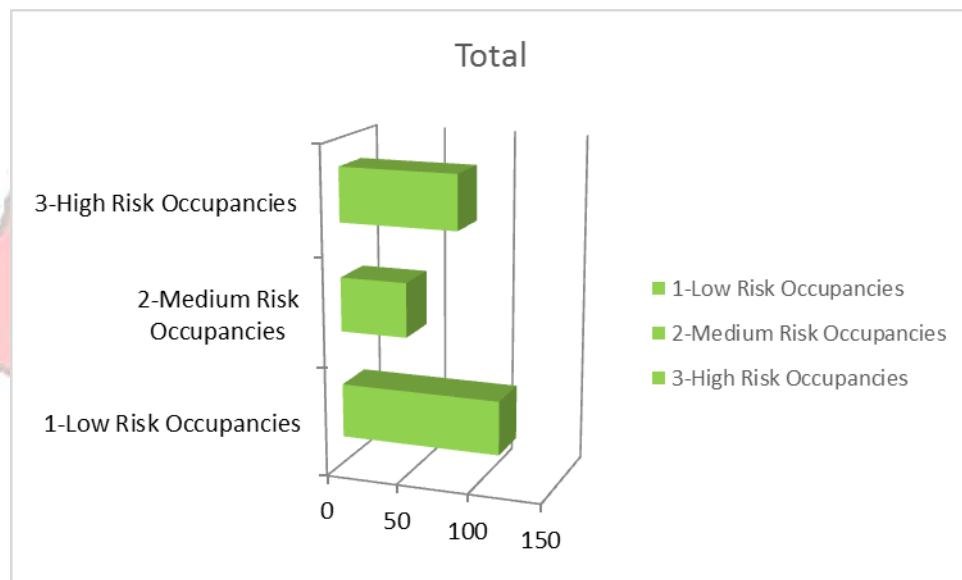
PZ5 Population: 13136

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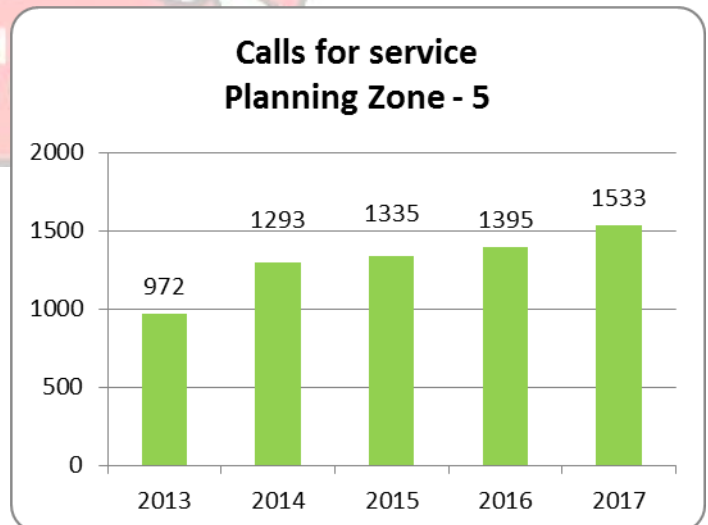
Within PZ 5 the agency has identified, as part of its Risk Assessment the following Occupancies and the level of risk associated with each based on the analysis done by the Community Risk Reduction Division.

Row Labels	Count of Building Name
1-Low Risk Occupancies	112
2-Medium Risk Occupancies	47
3-High Risk Occupancies	83
Grand Total	242



PZ 5 saw a 9% increase in CFS from 2016 to 2017. And a substantial increase over the 5-year analysis of over 36.5% the second largest increase in CFS seen from any of the agency's PZs since 2013. In addition to analysis of the PZ, an evaluation of apparatus assigned to PZ5 was also done this included both Engine 5 and Engine 7.

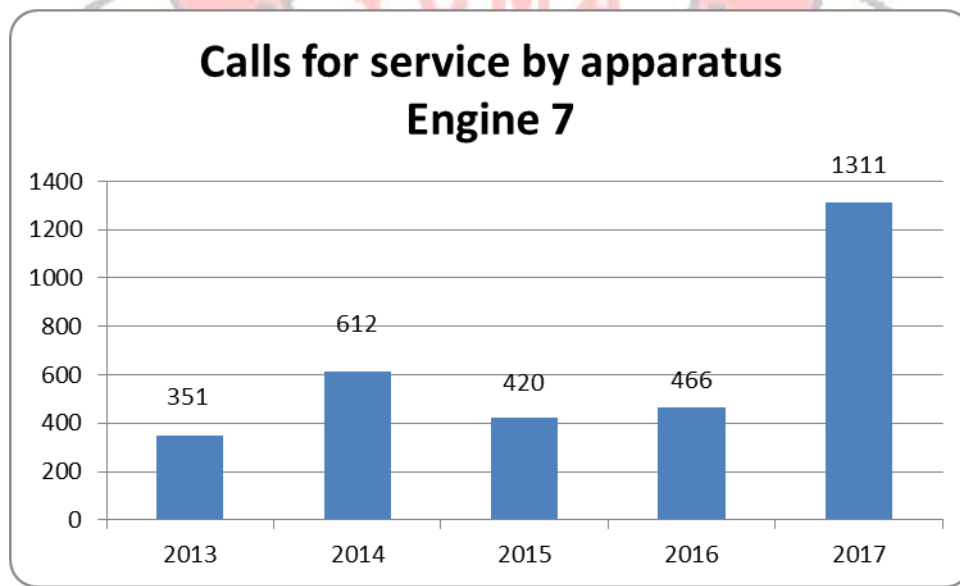
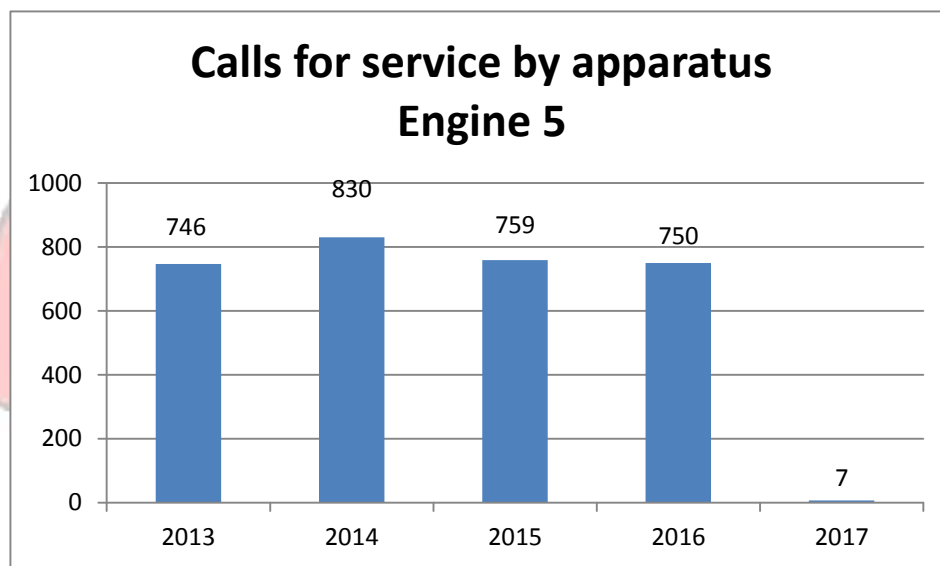
In PZ 5 Station 5 (YE07, YLT5, YL05) responded to 1493 CFS in 2017 up from previous years and with an overall increase



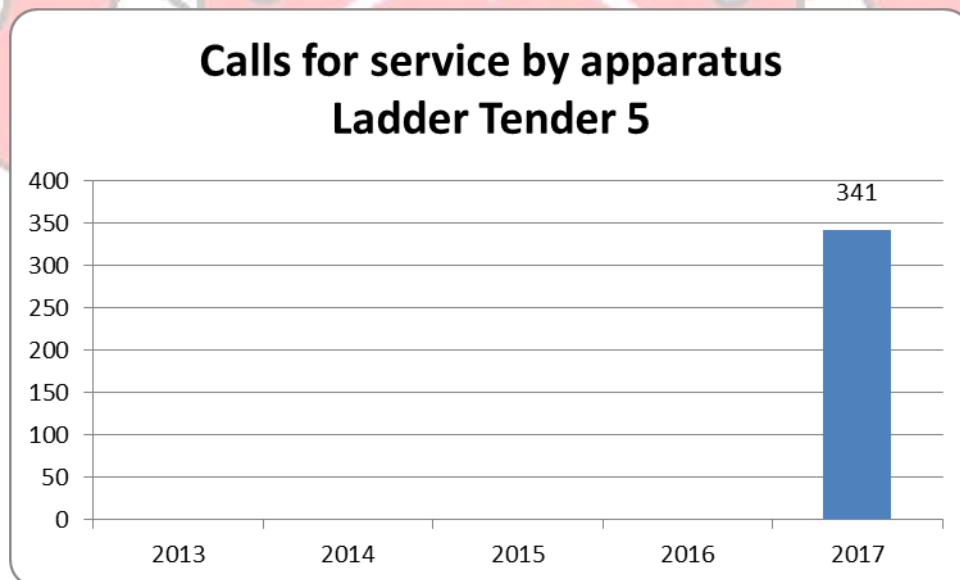
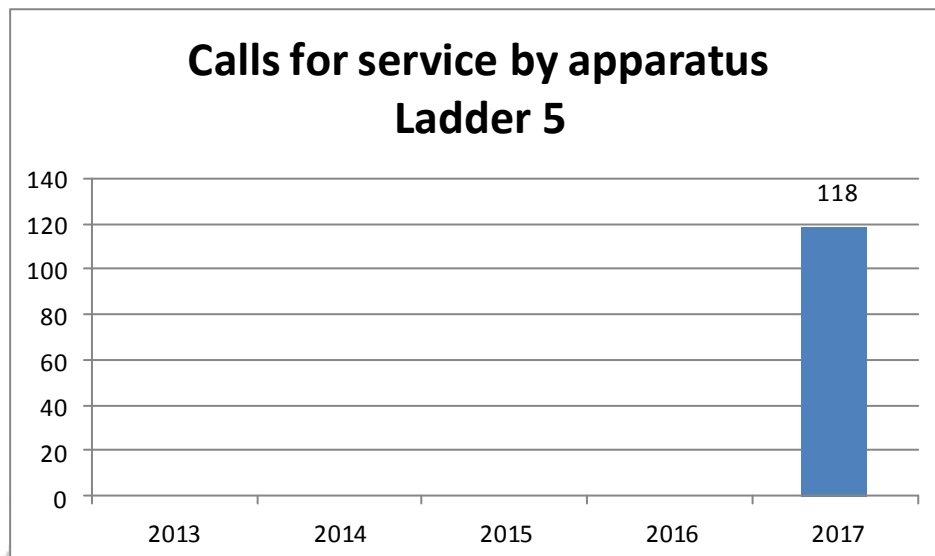
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of 16.7% since 2013. As stated PZ5 saw a change in response apparatus in 2017 with the split role of Ladder-Tender 5 and Ladder 5 which accounts for the call drop for Engine 5 which went out of service in 2017. To cover the responses of Engine 5 a shared staffing response was brought up. Depending on the CFS type the Ladder/Tender personnel responded in either Ladder/Tender 5 or Ladder 5. This allowed the agency to manage the demands of PZ 5 as well as providing a ladder response for commercial fire assignments in the community. This is seen in the following graphs depicting responses for apparatus in PZ 5.



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Planning Zone 5 Response Performance Tables are provided in the appendix

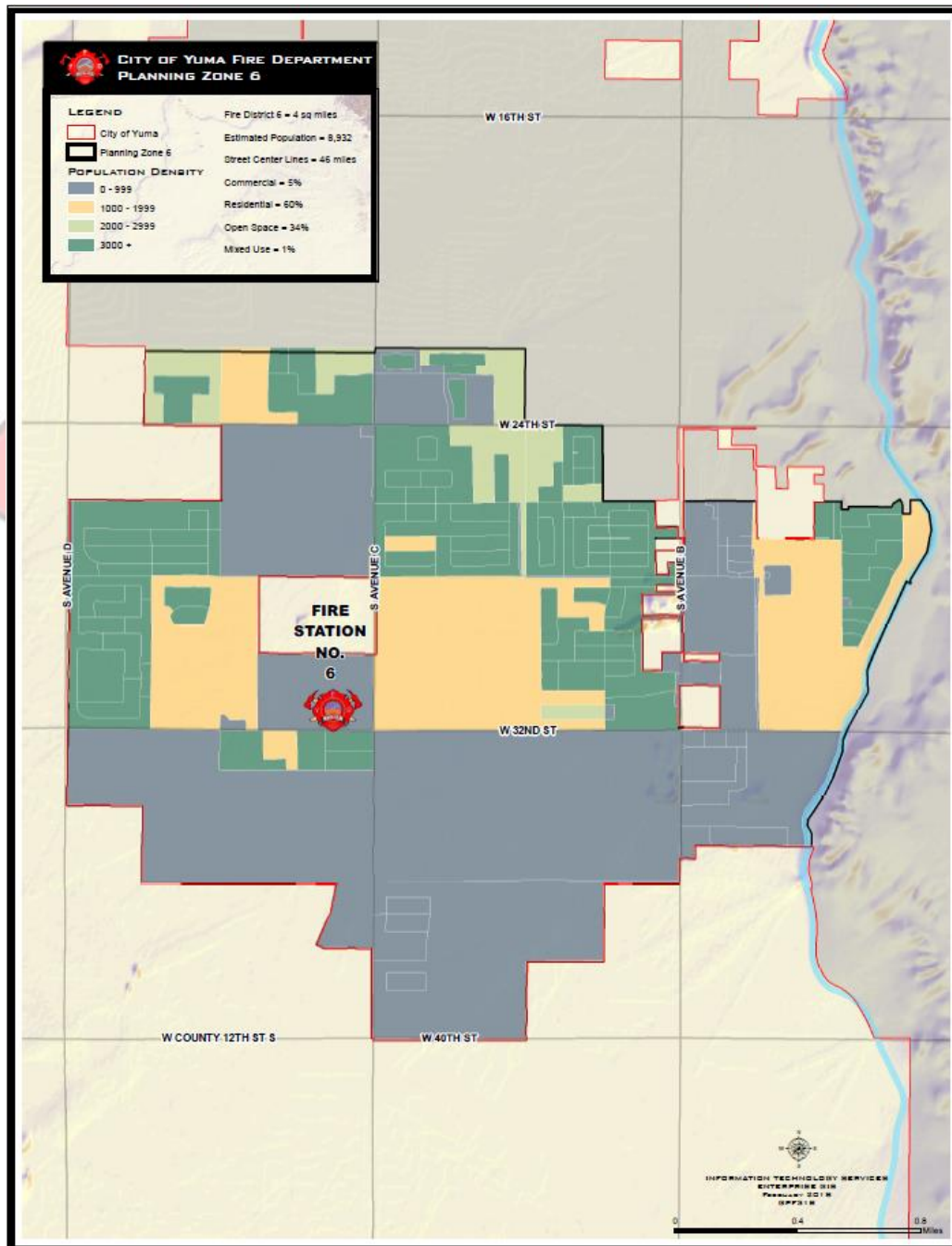
Station 6 PZ-6

Station 6 is located in southwest Yuma in the west valley. PZ 6 provides coverage to an area of densely populated residential concentrations with coverage responsibilities to areas of Hwy 95 at 32nd St. Additionally, PZ 6 covers first due responsibilities to an area of medical offices and other light commercial facilities. Population densities within PZ 6 are generally urban in nature with many areas of undeveloped agricultural considered rural in this analysis.

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Planning Zone 4 covers 4 square miles of response area with a street center line of 46 miles within the PZ. It is a mix of both Urban and Rural population densities with a population of 8,932 made up of occupancies classified as 60% Residential, 5% Commercial, 34% Open Space and 1% Mixed Use.



PZ 6 Map with Population Density

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PZ 6 Area Demographics

Age range

Male			Female	
Total	4361		Total	4546
Under 5	422		Under 5	415
5 to 9:	501		5 to 9:	466
10 to 14:	513		10 to 14:	476
15 to 19:	429		15 to 19:	402
20 to 24:	242		20 to 24:	261
25 to 29:	240		25 to 29:	274
30 to 34:	316		30 to 34:	378
35 to 39:	342		35 to 39:	434
40 to 44:	347		40 to 44:	346
45 to 49:	289		45 to 49:	306
50 to 54:	235		50 to 54:	258
55 to 59:	171		55 to 59:	184
60 to 64:	117		60 to 64:	135
Over 65	197		Over 65	211

Ethnicity

White	5620
Black	259
American Indian	108
Asian	413
Pacific Islander	16
Other	2134
2 or more	357
Hispanic Origin	5601

Housing Units

Total Units	2737
Occupied Units	2486
Owner Occupied	1772
Renter Occupied	714
Vacant Units	251

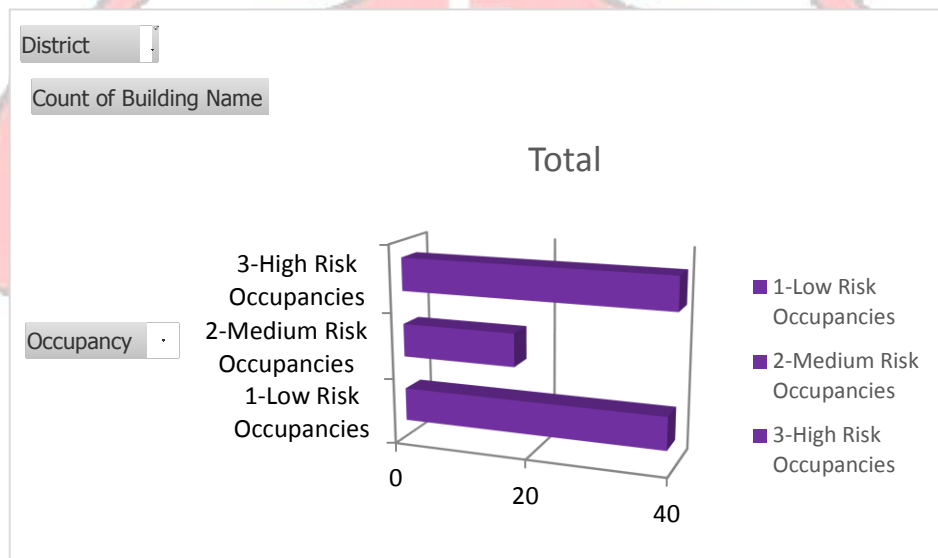
PZ6 Population: 8907

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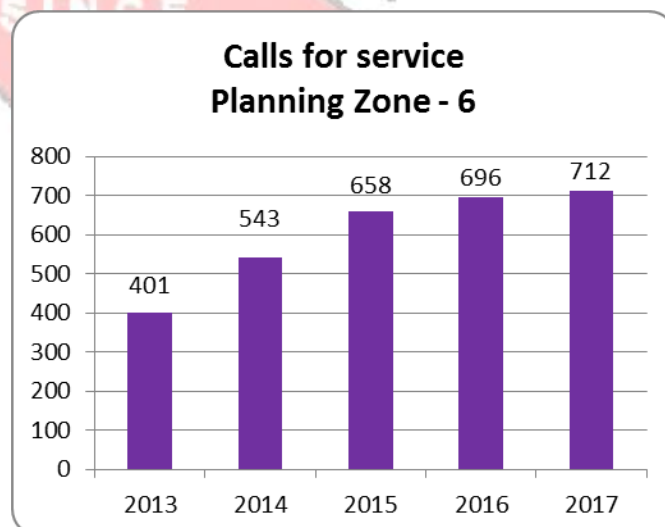
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Within PZ 6 the agency has identified, as part of its Risk Assessment the following Occupancies and the level of risk associated with each based on the analysis done by the Community Risk Reduction Division.

Row Labels	Count of Building Name
1-Low Risk Occupancies	39
2-Medium Risk Occupancies	17
3-High Risk Occupancies	40
Grand Total	96



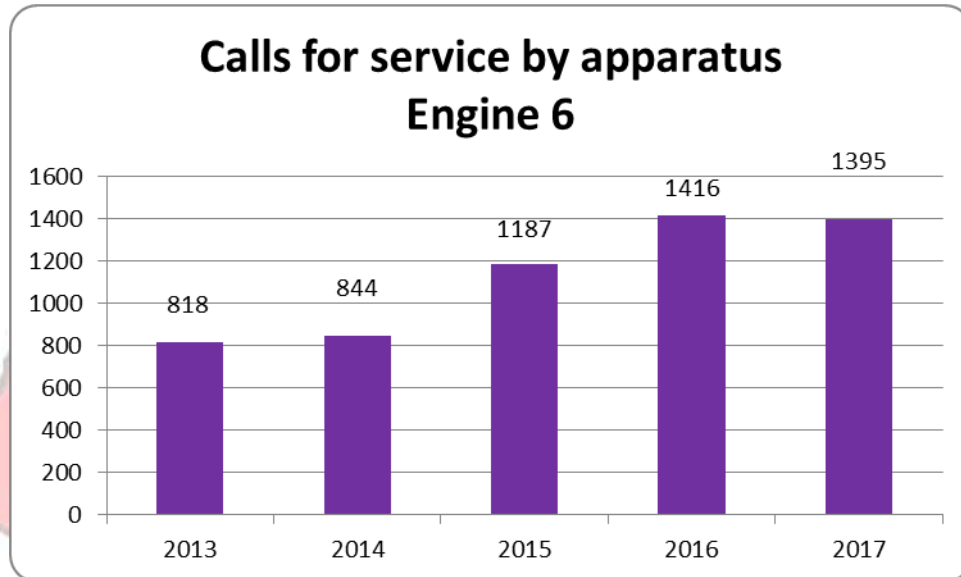
PZ 6 saw an increase in CFS from 2016 to 2017 of only 16 however when response data were analyzed for change between 2013 and 2107 PZ 6 saw an increase for CFS demand of 43.7%. Although an increase of 43.7% was seen over the last 5-years PZ 6 remains the least demanding PZ with a total CFS of just over 700 annually. In addition, Engine 6, assigned to PZ6 has seen



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steady growth in CFS from 2013 to 2017. Engine 6 CFS demands spiked in 2016 to 1416 down to a 2017 total of 1395. Engine 6 provides the agency with an additional resource that can be used to supplement and support some of the agency's busier PZs. This has been done by request to cover PZs when there is an extended out of service time for responses or training.



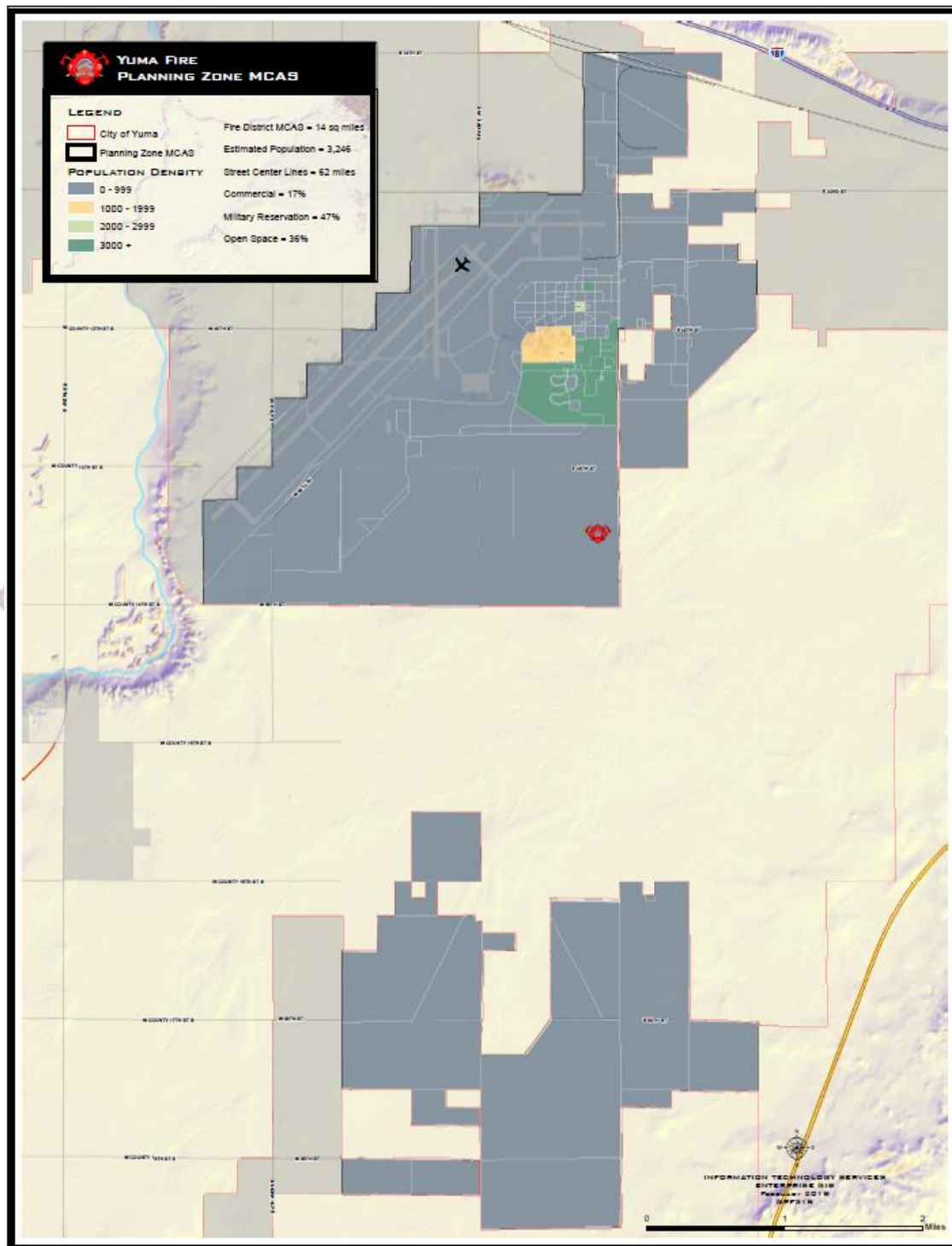
Planning Zone 6 Response Performance Tables are provided in the appendix

MCAS-MCAS PZ

MCAS Run Area MCAS PZ provides response coverage to the area around the Marine Corps Air Station. MCAS fire department personnel respond for a station located on the main airfield as well as from a station located south of the main entrance. The MCAS PZ provides response coverage to major roadways near the base including Business I-8, and Avenue 3E. In addition to the major roadways, MCAS PZ provides coverage and support for agricultural processing facilities adjacent to the base. Although considered in the PZ the airfield and military base are supported by the Marine Corps Air Station Fire Department. Yuma Fire Department does not routinely respond to the base.

MCAS PZ covers 14 square miles of response area with a street centerline of 62 miles within the PZ. It is a mix of both Urban and Rural population densities with a population of 3,246 made up of occupancies classified as 47% Military Reservation, 17% Commercial, and 36%.

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PZ MCAS Map with Population Density

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MCAS Demographics

The overall population density for the installation is obtained by the Fire Department from several sources: two Human Resource offices (civil service and non-appropriated fund employees), installation Manpower Office (for permanently assigned active duty personnel), Family Housing Office (military family members residing in housing) and the Provost Marshal Office (Law Enforcement) for government contractors working aboard the installation.

Population density data provided from these sources during April/May 2017 are as follows:

Civil Service and Non-Appropriated Fund Employees:	900
Permanently assigned active duty personnel:	4,100
Military family members residing in housing:	1,800
Government Contractors working aboard the installation:	1,200
Approximate Total:	8,000

The population fluctuates often as tenant organizations deploy in support of military operations, civilian employees leave federal service and government contract provider's change.

During the semi-annual Weapons, Tactics, and Instructors (WTI) Course hosted by the Marine Aviation Weapons and Tactics Squadron-1 (MAWTS-1), the population density increases by approximately 4,500. This population consists of active duty military units and personnel coming to MCAS Yuma to participate in this course. This additional population is not concentrated into a single area as personnel is spread out to various locations to include areas in California to support the training/mission agenda.

During normal working hours, 0630-1800, Monday through Friday, the population density of this area is the heaviest with approximately 1,500-2,500 military, civil service employees, government and civilian contractors performing various work-related tasks within the area.

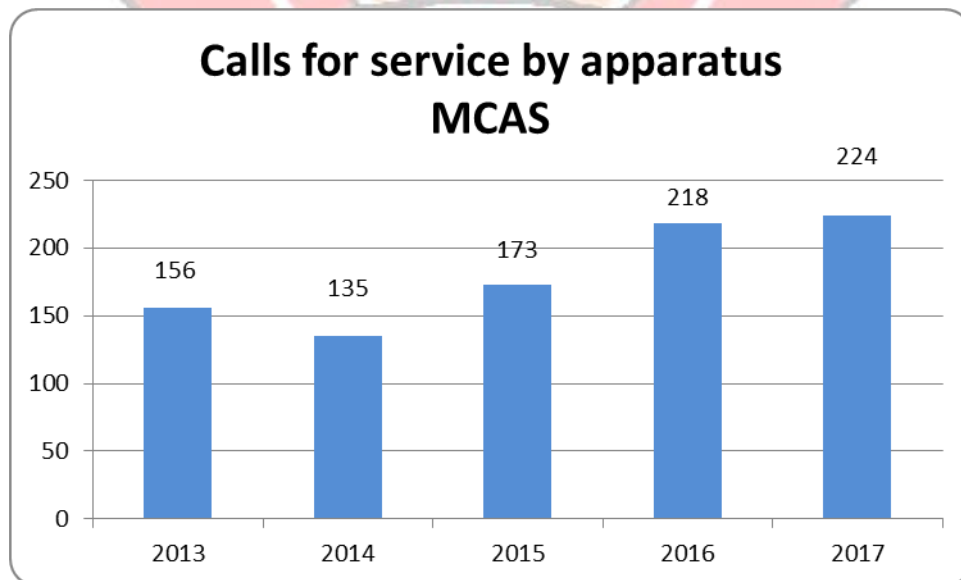
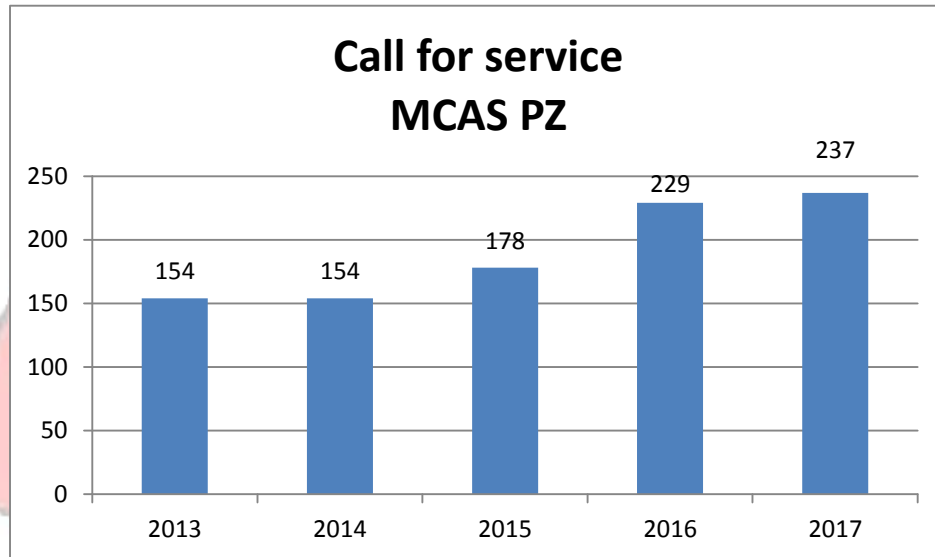
After normal hours and during the weekend and holidays, the density is reduced and predominantly relegated to duty crews or watch-standers at a respective facility or building. The density does fluctuate and is contingent on flight or mission operational schedules.

During the semi-annual WTI Course, the density of this area will increase by several hundred personnel.

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As an automatic aid agency responding to areas adjacent to the Marine Corps Air Station-Yuma MCAS Fire Department personnel provide assistance to the agency in meeting the response goals and objectives. Analysis of MCAS PZ shows MCAS FD has seen an increase in CFS in both the MCAS PZ as well as MCAS FD apparatus.



MCAS provides automatic aid support near and around the air station with support from YFD ambulances and if necessary engines.

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I. Agency Performance-Baselines and Benchmarks

The Commission on Fire Accreditation International (CFAI) in the Community Risk Assessment: Standards of Coverage 6th Edition manual describes performance objectives as Baselines and Benchmarks. Baselines, according to CFAI are defined as “the measurement of actual performance” (pg.100). For the Yuma Fire Department analysis of past performance was used to determine the baseline statements, or what the agency’s actual performance has been. Through the process of continuous improvement the Yuma Fire Department strives to achieve greater performance and ultimately more efficient and effective service delivery. To do this, the agency has developed benchmarks for performance, known as agency Benchmarks. The CFAI defines Benchmarks as “a quality standard or target from which something can be judged” (pg.100). Through analysis of current performance the agency has outlined the following statements.

Fire Suppression Agency Baselines

The City of Yuma Fire Department analyzed past performance for fire suppression responses and evaluated this performance in the development of agency benchmarks. Past performance is described as baseline performance. Data analysis on response performance from 2013-2017 the agency identified the following baseline levels for all fire suppression responses:

For 90 percent of urban 911 High/Moderate Risk fire emergency incidents, the first due unit arrived on the scene in 7 minutes 39 seconds total response time and was capable of initiating actions. In addition, an ERF of 15 personnel arrived to supplement initial actions in 15 minutes and 47 seconds for high/moderate fire risks.

For 90 percent of rural 911 High/Moderate Risk fire emergency incidents, the first due unit arrived on the scene in 7 minutes 33 seconds total response time and was capable of initiating actions. In addition, an ERF of 15 personnel arrived to supplement initial actions in 16 minutes for high/moderate fire risks.

For 90 percent of urban 911 Low Risk fire emergency incidents, the first due unit arrived on the scene in 8 minutes 05 seconds total response time and was capable of initiating actions.

For 90 percent of urban 911 Low Risk fire emergency incidents, the first due unit arrived on the scene in 8 minutes 56 seconds total response time and was capable of initiating actions

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Fire Suppression Agency Benchmarks

The City of Yuma Fire Department's response time goals for all fire emergency incidents have been developed based on current agency performance and will be used to guide the agency in the process of continuous improvement. For this purpose, the agency has established the following benchmarks for all fire suppression responses:

For **90 percent of urban and rural 911 fire emergency incidents**, the first due unit shall arrive on the scene in less than **7 minutes 20 seconds** total response time and be capable of initiating action for all fire emergency incident risks.

First Unit Benchmarks

Call Processing	60 seconds
Turn out time	80 seconds
Travel Time	5:00 minutes

For **90 percent of urban and rural 911 fire emergency incidents**, the effective response force (ERF) of three engines, one ladder company, one medic unit and one commander can reach 90% of emergency incidents within **15 minutes and 10 seconds** for all fire suppression emergency incidents in all service areas when necessary.

ERF Benchmarks

Call Processing	60 seconds
Turn out time	80 seconds
Travel Time	12:50 minutes

The City of Yuma Fire Department response time goal was further defined based on the first alarm assignment by PZ and is demonstrated in at the end of this document.

For **90 percent of 911 emergency incidents in the first alarm area for Stations One, Two, Three, Four, Five, and Six** the first due unit shall arrive and be capable of initiating actions for all risks within *Five* minutes total travel time.

The ERF shall have the capability to apply 750 gallons per minute of water from a pump with capacity of 1,250 gallons per minute within 3 minutes of arrival in an offensive fire attack. Additionally, the ERF of 15 personnel will be able to accomplish all critical task assignments with personnel on scene. These tasks will include establishing incident command, fire attack, water supply, pump operation, Rapid Intervention Crew (RIC),

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search and rescue, ventilation, utilities, ladder operations as well as emergency medical services if needed following all established Department Guidelines.

Emergency Medical Services Agency Baselines

The City of Yuma Fire Department analyzed past performance for EMS responses and evaluated this performance in the development of agency benchmarks. Past performance is described as baseline performance. For EMS responses the agency has the following baselines:

For 90 percent of urban 911 High Risk EMS incidents, the first due unit arrived on the scene in 7 minutes 12 seconds total response time and was capable of initiating actions. In addition, an ERF of 5 personnel arrived to supplement initial actions in 9 minutes and 23 seconds 90% of the time.

For 90 percent of rural 911 High Risk EMS incidents, the first due unit arrived on the scene in 7 minutes 29 seconds total response time and was capable of initiating actions. In addition, an ERF of 5 personnel arrived to supplement initial actions in 9 minutes and 47 seconds 90% of the time.

For 90 percent of urban 911 Moderate Risk EMS incidents, the first due unit arrived on the scene in 7 minutes 44 seconds total response time and was capable of initiating actions.

For 90 percent of rural 911 Moderate Risk EMS incidents, the first due unit arrived on the scene in 7 minutes 50 seconds total response time and was capable of initiating actions.

Emergency Medical Services Agency Benchmarks

The City of Yuma Fire Department's response time goals for all fire emergency incidents have been developed based on current agency performance and will be used to guide the agency in the process of continuous improvement. For this purpose the agency has established the following benchmarks for all EMS responses:

For 90 percent of urban and rural 911 All EMS incidents, the first due unit shall arrive on the scene in less than 7 minutes total response time and be capable of initiating action for all EMS incident risks.

First Unit Benchmarks

Call Processing	60 seconds
Turn out time	60 seconds

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Travel Time **5:00 minutes**

For **90 percent of urban and rural 911 All EMS incidents**, the effective response force (ERF) of 5 personnel shall arrive within **8 minutes and 50 seconds** 90% of the time.

ERF Benchmarks

Call Processing **60 seconds**

Turn out time **60 seconds**

Travel Time **6:50 minutes**

The City of Yuma Fire Department response time goal was further defined based on the first alarm assignment by PZ and is demonstrated in at the end of this document.

For **90 percent of 911 emergency incidents in the first alarm area for Stations One, Two, Three, Four, Five, and Six** the first due unit shall arrive and be capable of initiating actions for all risks within *Five* minutes total travel time.

The ERF provides a minimum of 2 EMT-P and 3 EMT-B trained personnel on scene and are capable of providing ALS and BLS treatments as necessary to treat all found patient(s) conditions as well as the authority to request additional units as needed. The ERF for all emergency medical responses shall have the ability to establish command, triage, ensure for patient and response personnel safety and provide the appropriate level of treatment to all patients encountered, either by advanced life support or basic life support measures. All treatments are performed following established emergency medical protocols approved by the base hospital and medical director.

Technical Rescue Agency Baselines

The City of Yuma Fire Department analyzed past performance for Technical Rescue responses and evaluated this performance in the development of agency benchmarks. Past performance is described as baseline performance. For TRT responses the agency has the following baselines:

For 90 percent of urban 911 High Risk TRT incidents, the first due unit arrived on the scene in 8 minutes 32 seconds total response time and was capable of initiating actions.

For 90 percent of rural 911 High Risk TRT incidents, the first due unit arrived on the scene in 8 minutes 28 seconds total response time and was capable of initiating actions.

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For years 2013-2017 the agency had only one TRT CFS that required an ERF of 15 personnel with a total response time of 25:54 for the ERF.

Technical Rescue Agency Benchmarks

The City of Yuma Fire Department's benchmarks for all Technical Rescue Team responses have been developed based on current agency performance and will be used to guide the agency in the process of continuous improvement. For this purpose the agency has established the following benchmarks for all TRT responses:

For **90 percent of urban and rural 911 All TRT incidents**, the first due unit shall arrive on the scene in less than **7 minutes and 20 seconds** total response time and be capable of initiating action for all TRT incidents.

First Unit Benchmarks

Call Processing	60 seconds
Turn out time	80 seconds
Travel Time	5:00 minutes

For **90 percent of urban and rural 911 All TRT incidents**, the effective response force (ERF) of 15 personnel shall arrive within **18 minutes and 20 seconds** 90% of the time.

ERF Benchmarks

Call Processing	60 seconds
Turn out time	80 seconds
Travel Time	16:00 minutes

The City of Yuma Fire Department response time goal was further defined based on the first alarm assignment by PZ and is demonstrated in at the end of this document.

For **90 percent of 911 emergency incidents in the first alarm area for Stations One, Two, Three, Four, Five, and Six** the first due unit shall arrive and be capable of initiating actions for all risks within *Five* minutes total travel time.

The first arriving unit will establish initial command, assess the emergency incident, and call for additional resources as needed. For high risk technical rescue events requiring specially trained responders the effective response force (ERF) of three engines, one ladder company, one medic unit and one commander will be capable of performing all aspects of emergency mitigation for all technical rescue events.

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Hazardous Materials Response Agency Baselines

The City of Yuma Fire Department analyzed past performance for Hazardous Material incident responses and evaluated this performance in the development of agency benchmarks. Past performance is described as baseline performance. For Haz Mat responses the agency has the following baselines:

For 90 percent of urban 911 High Risk Haz Mat incidents, the first due unit arrived on the scene in 9 minutes 36 seconds total response time and was capable of initiating actions.

For 90 percent of rural 911 High Risk Haz Mat incidents, the first due unit arrived on the scene in 9 minutes 06 seconds total response time and was capable of initiating actions.

Hazardous Materials Response Agency Benchmarks

The City of Yuma Fire Department's benchmarks for all Hazardous Material incident responses have been developed based on current agency performance and will be used to guide the agency in the process of continuous improvement. For this purpose the agency has established the following benchmarks for all Haz Mat responses:

For 90 percent of urban and rural 911 All Haz Mat incidents, the first due unit shall arrive on the scene in less than **7 minutes and 20 seconds** total response time and be capable of initiating action for all Haz Mat incidents.

First Unit Benchmarks

Call Processing	60 seconds
Turn out time	80 seconds
Travel Time	5:00 minutes

For 90 percent of urban and rural 911 All Haz Mat incidents, the effective response force (ERF) of 15 personnel shall arrive within **12 minutes and 20 seconds** 90% of the time.

ERF Benchmarks

Call Processing	60 seconds
Turn out time	80 seconds
Travel Time	10:00 minutes

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The City of Yuma Fire Department response time goal was further defined based on the first alarm assignment by PZ and is demonstrated in at the end of this document.

For 90 percent of 911 emergency incidents in the first alarm area for Stations One, Two, Three, Four, Five, and Six the first due unit shall arrive and be capable of initiating actions for all risks within *Five* minutes total travel time.

The first arriving unit will establish initial command, assess the emergency incident, and call for additional resources as needed. For high risk Hazardous Material incidents requiring specially trained responders the effective response force (ERF) of three engines, one ladder company, one medic unit and one commander will be capable of performing all aspects of emergency mitigation for all Hazardous Materials incidents.

J. Plan for Maintaining and Improving Response Capabilities

The Agency is committed to maintaining and improving response capabilities to the community. The strategic planning process has identified five critical planning areas that directly relate to maintaining and improving service to the community. These 5 planning areas are material assets, succession planning, organizational culture, service delivery, and organizational excellence. The strategic plan is our guide for the next 5 years and has identified areas that need to be addressed to be sure our service does not diminish. Areas addressed in the strategic plan that relate to response capabilities are having an adequate number of stations and personnel to serve the needs of our growing community. Our personnel need the type of training to continue to serve at a high level in all areas of discipline and succession training that will allow for continued quality supervision and leadership as our more tenured personnel retire.

Maintaining and improving response capabilities will take the use of technology to allow us to accurately measure our responses and utilize the data to assess how we are doing, identify weaknesses that develop, and then plan for addressing those weaknesses. The continued maintenance of our fleet and other equipment must be a priority. Long-term planning has allowed the agency to maintain our front-line apparatus in great condition but due to financial constraints, some of our equipment is approaching the end of its service life. Replacement plans are in the works to create a savings plan, replace equipment routinely, or enter a lease/purchase agreement to allow for smaller payments of a longer period of time. These plans are used for items like mobile data computers, cardiac monitors, radios and other equipment that is hard to replace out of the operational budget.

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Many factors go into maintaining and improving the service of an organization. The culture and professionalism of its personnel is paramount to this endeavor. Personnel that strive for excellence, connect with the community, provide for safety, and continually measure themselves against the best are important factors in the process. The agency is committed to recruiting, hiring and promoting the best personnel available and providing the right leadership to nurture a culture of excellence with the agency.



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K. Appendices/Exhibits

Appendix A: Response tables

PZ 1 Performance

High/Moderate Risk Structure Fires

(Moderate/High Risk) Fire Suppression - 90th Percentile Times - Baseline Performance PZ 1			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:35	01:15	01:07	01:31	01:21	01:55	:60
		Rural	00:59	n/a	01:11	00:48	00:39	00:47	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:40	01:00	01:37	01:12	01:39	02:15	1:20
		Rural	01:09	n/a	00:42	00:53	01:19	00:58	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:09	04:19	05:04	05:16	05:08	04:27	5:00
		Rural	05:20	n/a	05:50	02:39	04:26	04:06	5:00
	Travel Time ERF Concentration	Urban	11:30	10:06	10:09	10:47	13:25	10:44	12:50
		Rural	13:02	n/a	n/a	11:08	12:10	n/a	12:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:10	06:08	07:20	07:29	06:36	07:00	7:20
			49	9	14	8	11	7	
		Rural	06:49	n/a	07:07	04:20	06:12	05:51	7:20
			7	n/a	2	1	2	2	
	Total Response Time ERF Concentration	Urban	14:11	11:55	12:18	12:21	15:18	12:21	15:10
			34	6	9	5	10	4	
		Rural	15:35	n/a	n/a	14:00	14:24	n/a	15:10
			3	n/a	n/a	1	2	n/a	



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Low Risk Fire Responses

(Low Risk) Fire Suppression - 90th Percentile Times - Baseline Performance PZ 1			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	02:02	02:02	01:32	02:02	02:42	02:44	:60
		Rural	02:05	02:14	01:49	01:30	02:21	01:42	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:25	01:26	01:13	01:25	01:43	01:06	1:20
		Rural	01:36	01:28	01:21	01:09	01:51	01:47	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:30	05:31	05:34	05:25	04:56	04:43	5:00
		Rural	06:25	07:06	06:22	05:53	06:07	05:04	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:37	07:55	07:25	07:30	07:16	07:01	7:20
			151	34	30	31	27	29	
		Rural	08:43	09:22	08:07	07:51	08:38	08:33	7:20
			89	15	23	15	20	16	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	

High Risk Haz Mat Responses

(High Risk) HazMat- 90th Percentile Times - Baseline Performance PZ 1			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	02:36	02:39	01:38	02:32	02:51	02:09	:60
		Rural	01:59	01:50	01:36	02:31	01:53	01:40	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:25	01:33	01:11	01:00	01:07	01:33	1:20
		Rural	01:37	01:21	01:31	01:15	01:41	01:34	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	07:08	08:58	07:03	05:30	07:02	05:17	5:00
		Rural	06:09	06:13	05:09	06:35	04:31	05:02	5:00
	Travel Time ERF Concentration	Urban	11:51	13:02	08:36	10:40	09:46	N/A	10:00
		Rural	13:19	09:26	07:56	16:54	10:41	10:31	10:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	10:20	10:52	08:34	08:18	09:59	07:41	7:20
			117	32	17	21	26	21	
		Rural	08:34	08:50	07:34	09:19	06:59	07:03	7:20
			53	10	13	10	6	14	
	Total Response Time ERF Concentration	Urban	16:12	15:41	15:50	12:53	12:57	N/A	12:20
			6	1	2	1	2	N/A	
		Rural	18:54	12:26	11:27	22:17	16:39	13:01	12:20
			7	1	2	1	1	2	

Yuma Fire Department

Family-Integrity-Respect-Excellence

High Risk Technical Rescue Response

(High Risk) TRT - 90th Percentile Times - Baseline Performance PZ 1			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	02:07	02:30	00:22	00:46	n/a	01:00	:60
		Rural	01:56	01:41	00:30	00:36	01:12	02:41	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:38	01:43	01:01	00:46	n/a	00:45	1:20
		Rural	01:34	01:37	00:35	00:54	01:36	01:03	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:29	05:27	04:07	02:15	n/a	05:30	5:00
		Rural	05:46	05:17	05:47	05:47	04:01	05:05	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	16:00
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:48	08:05	05:30	03:17	n/a	06:59	7:20
			25	18	1	2	n/a	4	
		Rural	07:33	08:10	06:45	06:46	05:49	07:51	7:20
			28	10	2	3	5	8	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	18:20
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	

High Risk EMS Responses

(HighRisk) EMS - 90th Percentile Times - Baseline Performance PZ 1			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:35	01:28	01:29	01:30	01:37	01:45	:60
		Rural	01:38	01:29	01:27	01:32	01:41	01:53	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:24	01:28	01:09	01:22	01:30	01:27	:60
		Rural	01:16	01:22	01:09	01:17	01:17	01:15	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	05:09	05:23	05:18	05:13	05:01	04:33	5:00
		Rural	05:06	05:22	05:18	05:02	05:02	04:27	5:00
	Travel Time ERF Concentration	Urban	06:41	07:00	06:40	06:37	06:36	06:29	6:50
		Rural	06:40	06:49	06:55	06:32	06:34	06:28	6:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:10	07:27	07:06	07:14	07:11	06:49	7:20
			3,976	871	856	762	654	833	
		Rural	07:07	07:23	07:16	06:57	06:59	06:45	7:20
			1,905	378	393	385	350	399	
	Total Response Time ERF Concentration	Urban	08:53	09:13	08:42	08:43	08:47	08:52	8:50
		Rural	08:50	08:49	08:55	08:51	08:43	08:50	8:50

Yuma Fire Department

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Moderate Risk EMS Responses

(Moderate Risk)EMS - 90th Percentile Times - Baseline Performance PZ 1			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:48	01:40	01:36	01:45	01:45	01:58	:60
		Rural	01:42	01:43	01:36	01:35	01:41	01:51	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:24	01:29	01:06	01:27	01:23	01:26	:60
		Rural	01:21	01:28	01:08	01:24	01:18	01:22	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	05:35	05:49	05:35	05:42	05:45	04:43	5:00
		Rural	05:27	05:44	05:51	05:26	05:20	04:57	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:37	07:55	07:37	07:36	07:42	07:09	7:20
			2,304	472	421	424	430	557	
		Rural	07:28	07:49	07:40	07:27	07:24	07:04	7:20
			1,865	361	321	378	353	452	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	



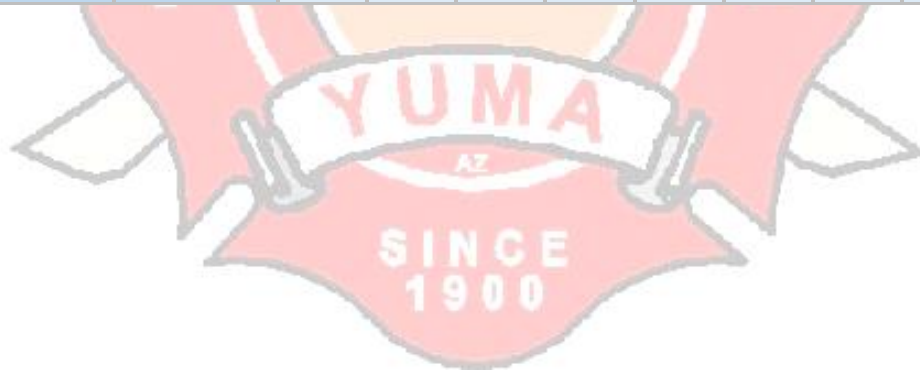
Yuma Fire Department

Family-Integrity-Respect-Excellence

PZ 2 Performance

High/Moderate Risk Structure Fires

(High Moderate Risk) Fire Suppression - 90th Percentile Times - Baseline Performance PZ 2			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:26	00:38	00:57	01:18	01:25	01:39	:60
		Rural	01:26	n/a	00:28	00:47	n/a	01:37	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:25	00:51	01:06	01:04	00:52	03:55	1:20
		Rural	00:51	n/a	00:29	00:20	n/a	00:56	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	04:38	02:54	04:49	04:11	04:23	03:44	5:00
		Rural	04:45	n/a	05:22	03:07	n/a	03:15	5:00
	Travel Time ERF Concentration	Urban	13:13	08:42	13:50	08:09	12:22	06:10	12:50
		Rural	06:43	n/a	n/a	n/a	n/a	07:19	12:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	06:43	04:16	06:45	06:23	06:05	06:44	7:20
			14	2	2	2	4	4	
		Rural	06:13	n/a	06:19	04:14	n/a	05:48	7:20
			4	n/a	1	1	n/a	2	
	Total Response Time ERF Concentration	Urban	15:04	10:12	15:16	10:32	14:14	07:18	15:10
			9	2	2	1	2	2	
		Rural	12:20	n/a	n/a	12:41	n/a	09:10	15:10
			2	n/a	n/a	1	n/a	1	



Yuma Fire Department

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Low Risk Fire Responses

(Low Risk) Fire Suppression - 90th Percentile Times - Baseline Performance PZ 2			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:59	01:20	02:31	01:25	02:11	01:38	:60
		Rural	01:35	01:29	02:07	01:01	01:47	01:43	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:38	01:12	01:18	01:30	02:28	02:01	1:20
		Rural	01:12	01:25	00:57	01:00	01:10	03:15	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	04:37	05:33	04:33	04:16	03:41	03:57	5:00
		Rural	05:24	05:26	05:05	04:13	05:17	05:35	5:00
	Travel Time ERF Concentration	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
		n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	06:56	07:31	07:03	05:53	07:15	06:44	7:20
			44	10	9	10	8	7	
		Rural	08:11	06:52	07:27	05:56	08:05	08:13	7:20
			41	13	7	6	10	5	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	

High Risk Haz Mat Responses

(High Risk) Haz Mat - 90th Percentile Times - Baseline Performance PZ 2			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:59	02:15	01:46	01:22	00:41	02:33	:60
		Rural	02:30	02:28	02:40	01:43	01:15	02:45	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:16	01:31	01:18	00:59	00:13	01:12	1:20
		Rural	00:56	00:51	00:31	01:01	00:54	00:57	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:19	04:22	04:39	06:19	03:50	04:40	5:00
		Rural	05:36	08:08	05:02	04:25	04:41	06:22	5:00
	Travel Time ERF Concentration	Urban	08:37	08:54	07:17	08:18	n/a	07:10	10:00
		Rural	09:45	03:59	n/a	n/a	09:03	09:26	10:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:58	07:22	06:47	07:58	04:44	07:36	7:20
			33	8	5	13	1	6	
		Rural	07:38	10:31	06:53	06:42	06:26	08:20	7:20
			33	7	6	6	7	7	
	Total Response Time ERF Concentration	Urban	10:38	13:17	09:03	10:18	n/a	09:14	12:20
			11	3	1	4	n/a	3	
		Rural	12:26	09:22	n/a	n/a	11:42	12:11	12:20
			5	1	n/a	n/a	2	2	

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High Risk TRT Responses

(High Risk)TRT - 90th Percentile Times - Baseline Performance PZ 2			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:34	01:38	01:00	n/a	01:11	n/a	:60
		Rural	01:35	01:28	00:35	n/a	03:02	02:20	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:16	01:18	00:54	n/a	01:04	n/a	1:20
		Rural	01:04	01:05	00:13	n/a	00:59	00:26	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:16	05:18	03:12	n/a	04:35	n/a	5:00
		Rural	05:02	04:48	04:00	n/a	05:43	02:35	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	16:00
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:17	07:19	04:39	n/a	06:50	n/a	7:20
			37	34	2	n/a	1	n/a	
		Rural	06:50	06:35	04:48	n/a	07:24	04:37	7:20
			58	51	1	n/a	4	2	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	18:20
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	

High Risk EMS Responses

(High Risk) EMS - 90th Percentile Times - Baseline Performance PZ 2			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:34	01:28	01:28	01:31	01:32	01:49	:60
		Rural	01:31	01:31	01:16	01:21	01:34	01:56	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:14	01:14	01:08	01:09	01:14	01:32	:60
		Rural	01:10	01:13	01:07	01:00	01:13	01:20	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	05:07	05:28	05:08	05:03	04:56	04:39	5:00
		Rural	04:36	05:05	04:29	04:32	04:34	04:10	5:00
	Travel Time ERF Concentration	Urban	06:29	06:47	06:26	06:41	06:01	06:38	6:50
		Rural	06:35	06:59	06:40	06:26	06:24	06:46	6:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:09	07:31	07:03	07:07	06:52	07:03	7:20
			2,213	404	488	426	466	429	
		Rural	06:33	07:18	06:17	06:23	06:29	06:16	7:20
			2,465	493	548	471	448	505	
	Total Response Time ERF Concentration	Urban	08:51	08:54	08:45	08:53	08:16	09:16	8:50
		Rural	2,156	407	479	434	437	399	

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Moderate Risk EMS Responses

(Moderate Risk)EMS - 90th Percentile Times - Baseline Performance PZ 2			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:52	01:33	01:32	01:37	01:58	02:11	:60
		Rural	01:46	01:43	01:34	01:38	01:50	02:07	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:14	01:19	01:12	01:09	01:15	01:28	:60
		Rural	01:10	01:14	01:06	01:00	01:09	01:21	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	05:27	05:44	05:33	05:32	05:19	05:11	5:00
		Rural	04:57	05:31	05:05	05:02	04:39	04:24	5:00
	Travel Time ERF Concentration	Urban							
		Rural							
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:34	07:41	07:28	07:43	07:32	07:22	7:20
			830	150	160	164	165	191	
		Rural	07:03	07:39	07:06	07:05	06:35	06:46	7:20
			1,252	230	228	260	246	288	
	Total Response Time ERF Concentration	Urban							
		Rural							



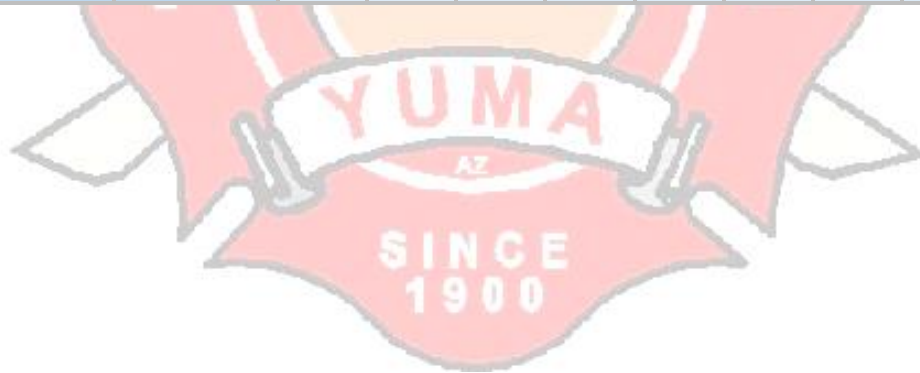
Yuma Fire Department

Family-Integrity-Respect-Excellence

PZ 3 Performance

High/Moderate Risk Fire Responses

(High/Moderate Risk) Fire Suppression - 90th Percentile Times - Baseline Performance PZ 3			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:38	01:03	01:37	00:52	01:27	03:11	:60
		Rural	01:15	01:29	00:47	N/A	01:07	00:58	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:16	02:22	01:09	01:09	01:49	00:23	1:20
		Rural	01:05	00:57	00:48	N/A	00:56	01:15	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:21	03:30	05:45	04:35	03:43	04:41	5:00
		Rural	04:57	03:34	04:26	N/A	05:30	03:57	5:00
	Travel Time ERF Concentration	Urban	10:29	08:50	13:04	09:36	09:52	07:46	12:50
		Rural	09:29	N/A	06:29	N/A	10:36	06:52	12:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:31	06:51	07:51	05:56	05:29	06:39	7:20
			24	2	10	5	5	2	
		Rural	06:30	06:00	06:00	N/A	07:00	05:44	7:20
			8	1	1	N/A	3	2	
	Total Response Time ERF Concentration	Urban	17:06	10:41	18:26	11:16	11:17	10:59	15:10
			16	1	7	3	3	2	
		Rural	11:52	N/A	08:07	N/A	13:12	08:44	15:10
			4	N/A	2	N/A	1	1	



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Low Risk Fire Responses

(Low Risk) Fire Suppression - 90th Percentile Times - Baseline Performance PZ 3			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:51	01:36	01:38	02:05	02:07	01:42	:60
		Rural	01:44	01:52	01:05	01:28	02:01	01:20	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:34	01:26	01:32	01:10	01:41	01:21	1:20
		Rural	01:05	01:18	01:07	00:59	00:58	01:00	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:49	06:50	04:24	05:17	06:09	05:32	5:00
		Rural	05:36	04:59	04:59	05:30	05:46	05:57	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:59	08:15	07:38	07:23	08:15	07:24	7:20
			105	22	23	17	17	26	
		Rural	07:45	07:16	06:45	08:06	08:08	07:36	7:20
			69	16	15	10	15	13	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	

High Risk Haz Mat Responses

(High Risk) Haz Mat - 90th Percentile Times - Baseline Performance PZ 3			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	02:11	03:10	01:26	02:00	02:09	01:46	:60
		Rural	01:45	01:40	01:27	01:10	02:11	01:40	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:11	01:12	01:06	01:02	01:05	01:25	1:20
		Rural	01:40	01:45	00:56	01:27	01:06	01:32	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:57	06:01	04:56	05:45	07:40	05:37	5:00
		Rural	05:39	05:02	04:34	05:35	05:55	05:55	5:00
	Travel Time ERF Concentration	Urban	09:32	07:42	10:53	06:43	n/a	08:37	10:00
		Rural	09:31	n/a	09:56	08:33	07:44	n/a	10:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	09:37	09:36	06:19	07:43	10:09	07:02	7:20
			89	20	18	18	13	20	
		Rural	08:25	07:48	06:39	07:33	07:34	08:48	7:20
			49	17	5	5	10	12	
	Total Response Time ERF Concentration	Urban	11:28	10:20	13:05	08:49	n/a	10:30	12:20
			8	1	2	3	n/a	2	
		Rural	11:50	n/a	12:15	10:52	09:51	n/a	12:20
			4	n/a	1	1	2	n/a	

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High Risk TRT Responses

(High Risk) TRT- 90th Percentile Times - Baseline Performance PZ 3			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:58	01:47	02:15	n/a	01:42	01:58	:60
		Rural	01:31	02:00	00:21	01:21	01:19	01:12	:60
Turnout Time	Turnout Time 1st Unit	Urban	00:58	00:55	00:40	n/a	01:11	01:31	1:20
		Rural	01:02	01:32	00:52	00:56	00:58	00:43	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:34	05:59	03:18	n/a	04:50	04:50	5:00
		Rural	05:29	05:02	05:00	06:10	04:22	03:24	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	16:00
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:26	07:20	05:49	n/a	07:21	07:04	7:20
			30	23	2	n/a	2	3	
		Rural	07:21	07:11	06:13	08:22	05:45	05:03	7:20
			21	8	1	4	4	4	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	18:20
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	

High Risk EMS Responses

(High Risk) EMS - 90th Percentile Times - Baseline Performance PZ 3			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:35	01:29	01:26	01:35	01:39	01:52	:60
		Rural	01:40	01:31	01:30	01:43	01:44	01:50	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:14	01:18	01:08	01:09	01:13	01:22	:60
		Rural	01:11	01:14	01:03	01:07	01:13	01:14	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	04:37	04:55	04:32	04:41	04:26	04:23	5:00
		Rural	04:58	05:10	05:14	04:44	04:59	04:27	5:00
	Travel Time ERF Concentration	Urban	06:25	06:44	06:23	06:12	06:05	06:38	6:50
		Rural	06:13	06:20	06:58	06:07	06:01	06:00	6:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	06:36	06:53	06:25	06:36	06:28	06:26	7:20
			4,127	920	883	747	721	856	
		Rural	06:53	07:12	06:56	06:42	07:01	06:32	7:20
			1,514	348	305	272	287	302	
	Total Response Time ERF Concentration	Urban	08:38	09:02	08:38	08:25	08:09	08:47	8:50
			4,069	928	875	726	709	831	
		Rural	08:28	08:36	09:14	07:59	08:08	08:16	8:50
			1,418	327	276	264	265	286	

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Moderate Risk EMS Responses

(Moderate Risk)EMS - 90th Percentile Times - Baseline Performance PZ 3			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:49	01:40	01:36	01:42	01:53	02:02	:60
		Rural	01:44	01:38	01:28	01:46	01:43	02:01	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:16	01:18	01:10	01:08	01:13	01:22	:60
		Rural	01:13	01:11	01:09	01:05	01:16	01:21	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	05:02	05:14	04:57	05:09	05:05	04:42	5:00
		Rural	05:10	05:32	05:39	05:11	05:04	04:50	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:13	07:22	07:12	07:15	07:22	06:55	7:20
			2,027	419	320	331	367	590	
		Rural	07:06	07:28	07:14	07:01	06:59	06:56	7:20
			1,331	275	249	215	219	373	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	



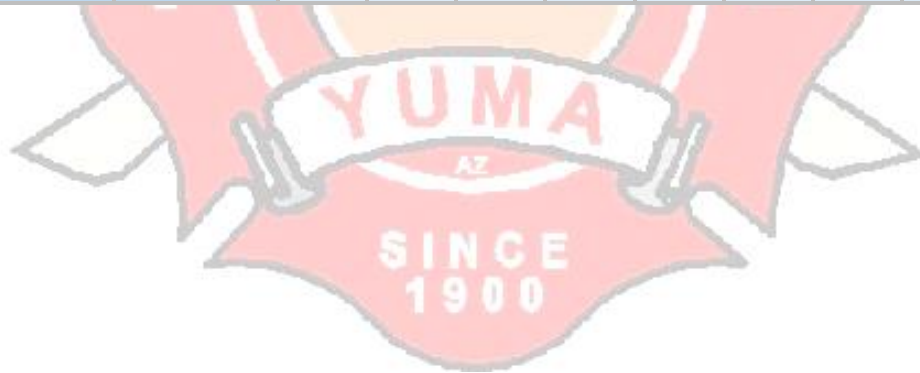
Yuma Fire Department

Family-Integrity-Respect-Excellence

PZ 4 Performance

High/Moderate Risk Fire Responses

(High/Moderate Risk) Fire Suppression - 90th Percentile Times - Baseline Performance PZ 4			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:40	01:04	01:19	01:29	01:36	02:31	:60
		Rural	02:01	02:12	00:29	n/a	n/a	n/a	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:45	00:55	01:03	01:13	01:46	01:42	1:20
		Rural	03:36	00:59	00:28	n/a	n/a	n/a	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:41	07:31	04:54	05:14	05:12	05:27	5:00
		Rural	03:36	03:42	02:38	n/a	n/a	n/a	5:00
	Travel Time ERF Concentration	Urban	14:04	10:38	07:46	15:17	09:31	12:34	12:50
		Rural	08:18	n/a	08:18	n/a	n/a	n/a	12:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:52	09:07	06:30	07:37	07:21	07:30	7:20
			31	3	2	7	5	14	
		Rural	06:17	06:32	03:35	n/a	n/a	n/a	7:20
			3	2	1	n/a	n/a	n/a	
	Total Response Time ERF Concentration	Urban	16:28	12:26	09:12	17:12	11:57	16:51	15:10
			18	2	1	2	4	9	
		Rural	10:31	n/a	10:31	n/a	n/a	n/a	15:10
			1	n/a	1	n/a	n/a	n/a	



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Low Risk Fire Responses

(Low Risk) Fire Suppression - 90th Percentile Times - Baseline Performance PZ 4			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:49	01:57	01:41	01:47	01:22	01:44	:60
		Rural	01:26	00:52	01:19	01:29	01:18	02:07	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:25	00:55	01:12	01:34	01:24	01:38	1:20
		Rural	01:29	00:50	01:39	01:32	01:26	01:17	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:52	07:03	05:32	05:50	06:07	04:17	5:00
		Rural	06:23	04:47	05:13	07:04	04:51	06:46	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	08:04	08:39	07:07	08:05	08:24	07:07	7:20
			93	14	20	20	23	16	
		Rural	09:17	06:13	07:42	09:44	06:42	09:21	7:20
			38	6	10	9	8	5	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	

High Risk Haz Mat Responses

(High Risk) Haz Mat - 90th Percentile Times - Baseline Performance PZ 4			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:54	01:42	01:41	01:33	01:16	02:19	:60
		Rural	01:30	01:27	01:50	02:18	01:25	01:05	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:23	00:52	01:31	00:57	02:11	01:37	1:20
		Rural	01:09	01:14	00:52	00:56	02:02	00:58	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	06:36	08:12	06:19	05:12	05:11	05:48	5:00
		Rural	05:58	05:33	04:16	06:54	04:58	03:56	5:00
	Travel Time ERF Concentration	Urban	10:09	n/a	11:16	08:08	n/a	08:34	10:00
		Rural	11:12	05:48	08:10	07:00	13:13	n/a	10:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	09:08	10:38	07:33	07:09	06:51	09:59	7:20
			65	13	13	15	11	13	
		Rural	08:43	07:50	07:09	09:54	06:54	05:44	7:20
			32	7	10	6	6	3	
	Total Response Time ERF Concentration	Urban	12:55	n/a	13:07	11:02	n/a	11:37	12:20
			8	n/a	3	2	n/a	3	
		Rural	14:50	12:12	11:32	08:56	16:35	n/a	12:20
			5	1	1	2	1	n/a	

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High Risk TRT Responses

(High Risk) TRT - 90th Percentile Times - Baseline Performance PZ 4			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:23	01:22	00:17	n/a	n/a	02:38	:60
		Rural	00:55	00:55	n/a	00:35	n/a	n/a	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:14	01:12	00:25	n/a	n/a	01:45	1:20
		Rural	00:53	00:53	n/a	00:33	n/a	n/a	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:34	05:39	02:08	n/a	n/a	00:36	5:00
		Rural	05:25	05:28	n/a	03:41	n/a	n/a	5:00
	Travel Time ERF Concentration	Urban	16:13	n/a	16:13	n/a	n/a	n/a	16:00
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:26	07:26	02:50	n/a	n/a	04:59	7:20
			49	47	1	n/a	n/a	1	
		Rural	06:53	06:56	n/a	04:49	n/a	n/a	7:20
			15	14	n/a	1	n/a	n/a	
	Total Response Time ERF Concentration	Urban	25:54	n/a	25:54	n/a	n/a	n/a	18:20
			1	n/a	1	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	

High Risk EMS Responses

(HighRisk) EMS - 90th Percentile Times - Baseline Performance PZ 4			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:30	01:29	01:28	01:30	01:24	01:44	:60
		Rural	01:28	01:22	01:23	01:34	01:24	01:34	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:18	01:15	01:10	01:16	01:30	01:20	:60
		Rural	01:12	01:08	01:13	01:04	01:20	01:14	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	05:16	05:31	05:19	05:22	05:00	04:58	5:00
		Rural	05:11	05:39	05:05	05:42	05:01	04:28	5:00
	Travel Time ERF Concentration	Urban	07:20	07:34	07:20	07:33	07:16	06:48	6:50
		Rural	06:50	07:20	06:31	07:13	06:32	06:05	6:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:14	07:28	07:12	07:19	06:57	06:58	7:20
			3,810	815	844	832	706	613	
		Rural	07:06	07:36	07:03	07:27	06:48	06:21	7:20
			919	187	203	185	175	169	
	Total Response Time ERF Concentration	Urban	09:22	09:24	09:14	09:34	09:18	09:05	8:50
			3,721	817	807	808	689	600	
		Rural	09:01	09:14	08:43	09:10	09:09	08:27	8:50
			911	193	203	183	172	160	

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Moderate Risk EMS Responses

(Moderate Risk)EMS - 90th Percentile Times - Baseline Performance PZ 4			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:40	01:36	01:32	01:30	01:33	01:52	:60
		Rural	01:48	01:33	01:40	01:38	02:03	02:02	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:20	01:19	01:17	01:09	01:25	01:27	:60
		Rural	01:14	01:07	01:07	01:10	01:24	01:20	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	05:30	05:50	05:26	05:32	05:35	05:02	5:00
		Rural	05:11	05:42	05:28	04:47	05:24	04:32	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:28	07:58	07:24	07:25	07:23	07:22	7:20
			2,022	339	415	392	415	461	
		Rural	07:08	07:10	06:47	06:32	07:39	07:32	7:20
			764	127	170	144	155	168	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	



Yuma Fire Department

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PZ 5 Performance

High/Moderate Fire Responses

(Risk Level) Fire Suppression - 90th Percentile Times - Baseline Performance PZ 5			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	00:41	00:35	n/a	00:40	00:40	n/a	:60
		Rural	01:04	02:49	00:24	00:57	01:03	00:58	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:36	00:56	n/a	01:42	01:09	n/a	1:20
		Rural	02:33	02:01	01:07	01:19	01:15	02:47	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	05:39	03:23	n/a	06:12	01:05	n/a	5:00
		Rural	06:24	08:36	03:40	05:17	04:35	05:13	5:00
	Travel Time ERF Concentration	Urban	03:55	n/a	n/a	n/a	03:55	n/a	12:50
		Rural	14:49	14:19	13:01	13:02	10:42	15:09	12:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:23	04:54	n/a	07:43	02:54	n/a	7:20
			4	1	n/a	2	1	n/a	
		Rural	07:56	12:07	05:11	07:23	06:28	07:32	7:20
			13	5	1	3	2	2	
	Total Response Time ERF Concentration	Urban	05:29	n/a	n/a	n/a	05:29	n/a	15:10
			1	n/a	n/a	n/a	1	n/a	
		Rural	16:52	15:47	14:22	14:24	12:26	18:38	15:10
			8	2	2	2	1	1	



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Family-Integrity-Respect-Excellence

Low Risk Fire Responses

(Low Risk) Fire Suppression - 90th Percentile Times - Baseline Performance PZ 5			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:19	00:49	01:21	n/a	01:11	01:10	:60
		Rural	03:16	02:43	01:49	02:47	02:35	03:10	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:49	02:11	01:19	n/a	01:49	01:35	1:20
		Rural	01:26	01:32	01:17	01:00	01:32	01:12	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	09:01	04:26	07:48	N/A	09:01	09:48	5:00
		Rural	07:15	07:58	07:04	06:49	04:36	06:50	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	11:22	07:25	10:06	n/a	11:22	11:51	7:20
			16	2	4	n/a	6	4	
		Rural	11:11	11:40	09:27	10:26	07:28	11:08	7:20
			36	7	8	5	5	11	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	

High Risk Haz Mat Responses

(High Risk) Haz Mat - 90th Percentile Times - Baseline Performance PZ 5			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:47	00:57	01:36	01:26	01:25	01:54	:60
		Rural	02:40	01:59	02:08	02:26	03:07	02:31	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:02	00:55	01:41	00:51	00:57	00:48	1:20
		Rural	01:42	02:17	01:28	01:19	01:56	01:38	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	06:21	05:31	05:29	05:41	05:16	07:13	5:00
		Rural	07:13	06:33	06:51	06:51	09:32	06:10	5:00
	Travel Time ERF Concentration	Urban	14:31	n/a	n/a	n/a	n/a	14:31	10:00
		Rural	17:26	n/a	17:49	n/a	10:33	14:54	10:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	08:41	07:23	07:13	07:26	07:26	08:50	7:20
			18	1	3	3	6	5	
		Rural	10:06	08:56	09:49	09:33	12:44	08:53	7:20
			36	5	4	7	9	11	
	Total Response Time ERF Concentration	Urban	16:48	n/a	n/a	n/a	n/a	16:48	12:20
			1	n/a	n/a	n/a	n/a	1	
		Rural	20:42	n/a	20:49	n/a	14:57	19:53	12:20
			4	n/a	1	n/a	1	2	

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High Risk TRT Responses

(High Risk) TRT - 90th Percentile Times - Baseline Performance PZ 5			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:21	01:20	n/a	01:55	n/a	00:57	:60
		Rural	01:27	01:27	n/a	n/a	n/a	01:06	:60
Turnout Time	Turnout Time 1st Unit	Urban	02:17	02:20	n/a	00:15	n/a	01:52	1:20
		Rural	02:01	02:04	n/a	n/a	n/a	00:39	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	07:53	07:30	n/a	02:01	n/a	09:12	5:00
		Rural	07:17	07:19	n/a	n/a	n/a	03:00	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	16:00
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	09:45	09:28	n/a	04:11	n/a	12:01	7:20
			38	35	n/a	1	n/a	2	
		Rural	09:52	09:57	n/a	n/a	n/a	04:44	7:20
			54	52	n/a	n/a	n/a	2	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	18:20
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	

High Risk EMS Response

(HighRisk) EMS - 90th Percentile Times - Baseline Performance PZ 5			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:33	01:15	01:29	01:22	01:34	01:54	:60
		Rural	01:40	01:47	01:26	01:33	01:44	02:01	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:25	01:29	01:16	01:21	01:28	01:26	:60
		Rural	01:21	01:21	01:11	01:20	01:31	01:27	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	07:45	07:58	07:44	08:00	07:45	07:20	5:00
		Rural	07:00	07:33	06:50	07:03	07:00	06:28	5:00
	Travel Time ERF Concentration	Urban	09:57	09:36	10:44	09:16	09:32	11:14	6:50
		Rural	09:35	10:25	10:09	08:14	08:50	09:09	6:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	09:49	10:03	09:59	10:07	09:33	09:33	7:20
			898	174	217	164	160	183	
		Rural	09:02	09:16	08:50	09:01	09:12	08:38	7:20
			1,504	259	346	292	306	301	
	Total Response Time ERF Concentration	Urban	12:16	11:24	13:15	11:35	11:49	13:16	8:50
			884	172	215	165	155	177	
		Rural	11:55	12:44	12:15	10:38	11:10	11:33	8:50
			1,461	264	346	294	274	283	

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Moderate Risk EMS Responses

(Moderate Risk)EMS - 90th Percentile Times - Baseline Performance PZ 5			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:43	01:18	01:38	01:41	01:44	02:05	:60
		Rural	01:49	01:45	01:42	01:51	02:01	01:48	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:31	01:32	01:19	01:09	01:37	01:34	:60
		Rural	01:24	01:34	01:08	01:18	01:23	01:30	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	08:04	09:24	07:50	08:07	07:59	07:44	5:00
		Rural	07:10	07:52	07:08	07:40	06:48	06:56	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	10:19	11:32	10:08	10:01	10:21	09:40	7:20
			286	51	58	42	56	79	
		Rural	09:32	10:31	09:03	09:41	09:03	09:46	7:20
			753	133	161	119	159	181	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	



Yuma Fire Department

Family-Integrity-Respect-Excellence

PZ 6 Performance

High/Moderate Risk Fire Responses

(High Risk) Fire Suppression - 90th Percentile Times - Baseline Performance PZ 6			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	00:50	00:50	n/a	n/a	n/a	n/a	:60
		Rural	01:24	00:43	n/a	01:21	01:18	n/a	:60
Turnout Time	Turnout Time 1st Unit	Urban	00:59	00:59	n/a	n/a	n/a	n/a	1:20
		Rural	01:12	01:18	n/a	00:53	00:50	n/a	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	07:25	07:25	n/a	n/a	n/a	n/a	5:00
		Rural	04:16	04:29	n/a	03:35	03:44	n/a	5:00
	Travel Time ERF Concentration	Urban	11:12	11:12	n/a	n/a	n/a	n/a	12:50
		Rural	06:57	n/a	n/a	n/a	06:57	n/a	12:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	09:08	09:08	n/a	n/a	n/a	n/a	7:20
			3	3	n/a	n/a	n/a	n/a	
		Rural	06:22	06:30	n/a	05:49	05:52	n/a	7:20
			4	1	n/a	2	1	n/a	
	Total Response Time ERF Concentration	Urban	12:54	12:54	n/a	n/a	n/a	n/a	15:10
			1	1	n/a	n/a	n/a	n/a	
		Rural	06:57	n/a	n/a	n/a	06:57	n/a	15:10
			1	n/a	n/a	n/a	1	n/a	



Yuma Fire Department

Family-Integrity-Respect-Excellence

Low Risk Fire Responses

(Low Risk) Fire Suppression - 90th Percentile Times - Baseline Performance PZ 6			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	02:23	02:06	01:58	02:03	00:44	02:58	:60
		Rural	02:07	00:51	02:05	01:33	01:54	02:08	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:08	01:13	01:05	00:48	00:56	00:43	1:20
		Rural	01:08	00:17	00:58	01:01	01:15	01:09	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	06:05	06:22	05:14	05:05	07:43	04:49	5:00
		Rural	06:21	04:56	06:34	05:19	06:44	05:23	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	08:45	09:15	07:12	06:43	09:03	08:28	7:20
			20	4	6	3	3	4	
		Rural	09:06	06:04	08:51	06:44	09:30	08:15	7:20
			29	1	5	7	7	9	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	

High Risk Haz Mat Responses

(High Risk) Haz Mat - 90th Percentile Times - Baseline Performance PZ 6			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	02:58	n/a	01:21	03:00	01:31	01:27	:60
		Rural	02:59	00:53	01:16	01:32	n/a	04:19	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:34	n/a	00:51	01:20	01:01	01:34	1:20
		Rural	00:57	00:47	00:59	00:39	n/a	00:54	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	07:35	n/a	05:46	04:46	05:23	11:50	5:00
		Rural	05:08	03:09	03:59	05:14	n/a	03:39	5:00
	Travel Time ERF Concentration	Urban	07:36	n/a	06:01	07:46	n/a	n/a	10:00
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	10:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	10:57	n/a	07:58	08:20	07:21	14:51	7:20
			8	n/a	1	4	2	1	
		Rural	08:08	04:49	06:14	07:18	n/a	08:52	7:20
			6	1	2	2	n/a	1	
	Total Response Time ERF Concentration	Urban	09:56	n/a	08:04	10:09	n/a	n/a	12:20
		Rural	2	n/a	1	1	n/a	n/a	

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High Risk TRT Responses

(Risk Level) TRT - 90th Percentile Times - Baseline Performance PZ 6			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:34	01:35	00:41	01:32	01:01	n/a	:60
		Rural	01:23	01:23	n/a	00:21	n/a	00:33	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:03	01:04	00:41	00:52	00:57	n/a	1:20
		Rural	01:19	01:20	n/a	00:47	n/a	00:38	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	06:36	06:21	02:45	06:24	03:57	n/a	5:00
		Rural	05:12	05:14	n/a	04:44	n/a	04:38	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	16:00
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	08:26	08:03	04:07	08:48	05:55	n/a	7:20
			17	14	1	1	1	n/a	
		Rural	07:02	07:03	n/a	05:52	n/a	05:49	7:20
			19	17	n/a	1	n/a	1	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	18:20
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	

High Risk EMS Responses

(HighRisk) EMS - 90th Percentile Times - Baseline Performance PZ 6			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:34	01:37	01:35	01:26	01:26	01:49	:60
		Rural	01:36	01:31	01:29	01:40	01:35	01:41	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:15	01:27	01:03	01:00	01:15	01:27	:60
		Rural	01:10	01:16	01:00	01:00	01:15	01:38	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	05:51	06:00	05:51	05:43	05:51	05:28	5:00
		Rural	05:12	05:34	05:10	05:14	05:01	05:01	5:00
	Travel Time ERF Concentration	Urban	09:57	09:36	10:44	09:16	09:32	11:14	6:50
		Rural	09:35	10:25	10:09	08:14	08:50	09:09	6:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:46	07:54	07:45	07:39	07:35	07:49	7:20
			587	128	123	132	92	112	
		Rural	07:08	07:29	06:57	07:07	06:58	07:04	7:20
			722	150	182	140	140	110	
	Total Response Time ERF Concentration	Urban	12:16	11:24	13:15	11:35	11:49	13:16	8:50
			884	172	215	165	155	177	
		Rural	11:55	12:44	12:15	10:38	11:10	11:33	8:50
			1,461	264	346	294	274	283	

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Family-Integrity-Respect-Excellence

Moderate Risk EMS Response

(Moderate Risk)EMS - 90th Percentile Times - Baseline Performance PZ 6			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:46	01:45	01:35	01:38	01:55	01:47	:60
		Rural	01:51	01:45	01:50	01:53	01:31	02:27	:60
Turnout Time	Turnout Time 1st Unit	Urban	01:21	01:20	01:06	01:05	01:24	01:36	:60
		Rural	01:07	01:11	01:01	01:01	01:07	01:20	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	06:15	06:16	06:02	06:09	05:52	06:30	5:00
		Rural	05:45	06:14	05:37	05:56	05:35	04:45	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	08:25	08:36	08:22	08:03	08:11	08:48	7:20
			242	45	47	56	41	53	
		Rural	08:05	08:26	07:36	08:06	07:49	07:07	7:20
			345	67	95	63	62	58	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	



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PZ MCAS Performance

High/Moderate Fire Risk

(High Risk) Fire Suppression - 90th Percentile Times - Baseline Performance PZ MCAS			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	N/A	N/A	N/A	N/A	N/A	N/A	:60
		Rural	N/A	N/A	N/A	N/A	N/A	N/A	:60
Turnout Time	Turnout Time 1st Unit	Urban	N/A	N/A	N/A	N/A	N/A	N/A	1:20
		Rural	N/A	N/A	N/A	N/A	N/A	N/A	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A	5:00
		Rural	N/A	N/A	N/A	N/A	N/A	N/A	5:00
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:50
		Rural	N/A	N/A	N/A	N/A	N/A	N/A	12:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:20
			N/A	N/A	N/A	N/A	N/A	N/A	
		Rural	N/A	N/A	N/A	N/A	N/A	N/A	7:20
			N/A	N/A	N/A	N/A	N/A	N/A	
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A	15:10
			N/A	N/A	N/A	N/A	N/A	N/A	
		Rural	N/A	N/A	N/A	N/A	N/A	N/A	15:10
			N/A	N/A	N/A	N/A	N/A	N/A	



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Low Risk Fire Responses

(Low Risk) Fire Suppression - 90th Percentile Times - Baseline Performance PZ MCAS			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	N/A	N/A	N/A	N/A	N/A	N/A	:60
		Rural	01:43	00:47	00:44	N/A	02:08	00:58	:60
Turnout Time	Turnout Time 1st Unit	Urban	N/A	N/A	N/A	N/A	N/A	N/A	1:20
		Rural	03:48	03:21	02:37	N/A	02:29	04:06	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A	5:00
		Rural	06:21	02:53	05:44	N/A	06:38	05:30	5:00
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A	
		Rural	N/A	N/A	N/A	N/A	N/A	N/A	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:20
			N/A	N/A	N/A	N/A	N/A	N/A	
		Rural	11:16	07:01	07:14	N/A	11:07	10:31	7:20
			7	1	2	N/A	2	2	
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			N/A	N/A	N/A	N/A	N/A	N/A	
		Rural	N/A	N/A	N/A	N/A	N/A	N/A	
			N/A	N/A	N/A	N/A	N/A	N/A	

High Risk Haz Mat Responses

(High Risk) Haz Mat - 90th Percentile Times - Baseline Performance PZ MCAS			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	N/A	N/A	N/A	N/A	N/A	N/A	:60
		Rural	01:54	N/A	02:05	01:34	N/A	01:37	:60
Turnout Time	Turnout Time 1st Unit	Urban	N/A	N/A	N/A	N/A	N/A	N/A	1:20
		Rural	04:10	N/A	04:46	03:15	N/A	02:25	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A	5:00
		Rural	12:20	N/A	13:45	09:06	N/A	03:00	5:00
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A	10:00
		Rural	08:39	N/A	N/A	08:39	N/A	N/A	10:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:20
			N/A	N/A	N/A	N/A	N/A	N/A	
		Rural	15:52	N/A	18:48	11:41	N/A	07:02	7:20
			4	N/A	2	3	N/A	1	
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:20
			N/A	N/A	N/A	N/A	N/A	N/A	
		Rural	13:08	N/A	N/A	13:08	N/A	N/A	12:20
			1	N/A	N/A	1	N/A	N/A	

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High Risk TRT Responses

(High Risk) TRT - 90th Percentile Times - Baseline Performance PZ MCAS			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	N/A	N/A	N/A	N/A	N/A	N/A	:60
		Rural	01:00	01:01	N/A	N/A	00:50	00:36	:60
Turnout Time	Turnout Time 1st Unit	Urban	N/A	N/A	N/A	N/A	N/A	N/A	1:20
		Rural	02:52	02:28	N/A	N/A	02:07	03:01	1:20
Travel Time	Travel Time 1st Unit Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A	5:00
		Rural	03:18	02:56	N/A	N/A	02:59	03:23	5:00
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A	16:00
		Rural	N/A	N/A	N/A	N/A	N/A	N/A	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:20
			N/A	N/A	N/A	N/A	N/A	N/A	
		Rural	06:41	05:49	N/A	N/A	05:56	07:00	7:20
			4	2	N/A	N/A	1	1	
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A	18:20
			N/A	N/A	N/A	N/A	N/A	N/A	
		Rural	N/A	N/A	N/A	N/A	N/A	N/A	
			N/A	N/A	N/A	N/A	N/A	N/A	

High Risk EMS Responses

(HighRisk) EMS - 90th Percentile Times - Baseline Performance PZ MACAS			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	n/a	n/a	n/a	n/a	n/a	n/a	:60
		Rural	01:38	01:33	01:50	01:42	01:22	01:39	:60
Turnout Time	Turnout Time 1st Unit	Urban	n/a	n/a	n/a	n/a	n/a	n/a	:60
		Rural	02:54	03:00	02:45	02:46	03:33	02:40	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	n/a	n/a	n/a	n/a	n/a	n/a	5:00
		Rural	07:16	07:10	07:14	07:08	07:46	07:20	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	6:50
		Rural	10:08	09:56	10:04	10:26	10:07	10:00	6:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	n/a	n/a	n/a	n/a	n/a	n/a	7:20
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	09:34	08:56	09:16	09:20	09:35	09:56	7:20
			225	60	65	41	29	30	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	8:50
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	12:51	12:44	13:11	12:31	12:31	13:47	8:50
			200	54	62	39	18	27	

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Moderate Risk EMS Responses

(Moderate Risk)EMS - 90th Percentile Times - Baseline Performance PZ MCAS			2013 - 2017	2017	2016	2015	2014	2013	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	n/a	n/a	n/a	n/a	n/a	n/a	:60
		Rural	01:53	02:03	01:23	01:46	01:53	02:25	:60
Turnout Time	Turnout Time 1st Unit	Urban	n/a	n/a	n/a	n/a	n/a	n/a	:60
		Rural	03:13	02:48	02:41	02:33	03:07	04:18	:60
Travel Time	Travel Time 1st Unit Distribution	Urban	n/a	n/a	n/a	n/a	n/a	n/a	5:00
		Rural	07:28	06:44	07:27	06:50	08:19	06:34	5:00
	Travel Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	n/a	n/a	n/a	n/a	n/a	n/a	7:20
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	10:22	09:07	10:46	09:01	10:18	11:02	7:20
			158	25	37	37	35	24	
	Total Response Time ERF Concentration	Urban	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	
		Rural	n/a	n/a	n/a	n/a	n/a	n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	



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Appendix B: Critical Task Assignments

Critical Task-Fire Suppression

Staffing levels

Apparatus type	Residential Assignment	Personnel		Commercial Assignment	Personnel	
		Min.	Max.		Min.	Max.
Duty Chief	1	1	1	1	1	1
Engine Company	3	9	12	3	9	12
Ladder Company	1	3	4	1	3	4
Medic Unit	1	2	2	1	2	2
Total	6	15	19	6	15	19



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Identified Critical Task Assignments

Critical Task	Number of firefighters necessary to complete task	Residential Assignment	Commercial Assignment
Incident Command/Safety	1	Duty Chief (1)	Duty Chief (1)
Fire Attack	3	2nd Engine Company (3)	2nd Engine Company (3)
Water Supply	(1)	1st Engine Company 1	1st Engine Company 1
Pump Operator	1	1st Engine Company (1)	1st Engine Company (1)
RIC	3	1st Engine Company (2) and 1st Medic Company (2)	1st Engine Company (2) and 1st Medic Company (2)
Search & Rescue	3	3rd Engine Company (3)	3rd Engine Company (3)
EMS		4	4
Ventilation	3	1st Ladder Company (3)	1st Ladder Company (3)
Utilities	(1)	1st Engine Company 2	1st Engine Company 2
Ladder Ops	(3)	3	3
Personnel Needed	14	15	15
Safety Officer	On Call Safety Officer will assume ISO upon arrival		

Note

¹ - Water Supply would transition to RIC upon completion of task, becoming the 2nd person of RIC.

² - Utilities are secured during the initial 360 completed by the Company Officer of the 1st arriving Engine Company or members of the RIC.

³ – Ventilation tasks would be the first priority of Ladder Company personnel. If ladder operations were required to accomplish Ventilation, these tasks would be combined.

⁴ – EMS would be handled by special called unit(s), either additional Medic Units or private ambulance unit(s) or available staff on scene.

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Critical Task-EMS

Response Priorities

Priority	Response Mode
One	All Units Respond Emergency Traffic
Two	Engine or Medic Responds Emergency Traffic depending on which unit is “first due”
Three	All Units Respond Normal Traffic

Identified Critical Task Assignments

Task	Number of Personnel Required to Limit On-scene Time to 10 minutes and/or administer ACLS Protocol	
	# of Personnel	Treatment
Compressions	1	Compression of chest to circulate blood
Ventilate/Oxygenate	1	Mouth-to-mouth, BVM, O2 Therapy
Defibrillate	1	Electrical defibrillation of dysrhythmia
Airway control	1	Manual techniques/intubation/cric
Establish IV	-	Peripheral or central intravenous access
Control hemorrhage	-	Direct pressure, pressure bandage, tourniquet
Splint fractures	-	Manual, board splint, HARE
Interpret ECG	-	Identify type and treat dysrhythmia
Administer drugs	-	Administer appropriate pharmacological agents
Spinal immobilization	-	Prevent or limit paralysis to extremities
Extricate patient	-	Remove patient from vehicle, entrapment
Communicate with hospital	-	Receive treatment order from Physician
Treat enroute	2	Continue to treat/monitor/transport patient
Total required per patient	4-6	

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Critical Task-Hazardous Material

Hazardous Materials Response

Critical Task	Number of Personnel	Training Level
Command	1	Operations
Hazard Sector	1	Technician
Entry Team	2	Technician
Backup Team	4	Technician
Research	1	Technician
Decontamination Team	2	Operations
Safety	1	Operations
Medical	1	Operations
Support	5	Operations
Personnel Needed	18	6 Technicians/9 Operations Personnel

Critical Task-Technical Rescue

Confined Space Emergencies

Critical Task	Number of firefighters necessary to complete task	Certification Level
Incident Command	1	Operations
ConSpace Ops	1	Technician
Safety	1	Technician
Entry Team	2	Technicians
Back Up Team	2	Technicians
Vent/Air Monitoring/Lock Out Tag Out	1	Operations
Air Supply	1	Operations
Comms	1	Operations
Rigging/Haul	3	2/Operations 1/Technician
Personnel Needed	13	6 Ops, 7 Techs

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Trench Rescue (Straight Trench, no "T" or corners)

Critical Task	Number of firefighters necessary to complete task	Certification Level
Incident Command	1	1 Ops (Duty Chief)
Trench Ops	1	1 Tech
Safety	1	1 Tech
Pre-Entry	3	3 Ops
Trench Prep	(2)	(Ops reassigned from Pre-Entry)
Shoring	2+(3)	1 Tech, 1 Ops (3 reassigned from Pre-Entry/Prep)
Rescue/Recovery	2	2 Techs
Retrieval	(3)	(Ops reassigned from Shoring)
Back-Up Team	2	2 Techs
Personnel Needed	12	5 Ops, 7 Techs

Water Rescue (RWC Deployment)

Critical Task	Number of firefighters necessary to complete task	Certification Level
Incident Command	1	1 Ops (Duty Chief)
RWC Operators	2	2 Ops with RWC training (Sta.1's)
Zodiac	2	1Ops, 1Tech(Water Ops)
Personnel Needed	5	4 Ops, 1 Tech

Palm Tree Rescue

Critical Task	Number of firefighters necessary to complete task	Certification Level
Incident Command	1	1 Ops (Duty Chief)
Rescue	1	1 Tech
Lower/Retrieval	3	2 Ops, 1 Tech
Personnel Needed	5	3 Ops, 2 Tech

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High Angle Rescue (Down/Down)

Critical Task	Number of firefighters necessary to complete task	Certification Level
Incident Command	1	1 Ops (Duty Chief)
Rope Ops	1	1 Tech
Safety	1	1 Tech
Rescue	1	1 Tech
Mainline	1	1 Ops
Belay	1	1 Ops
Edge-Person/Matador	1	1 Tech
Personnel Needed	7	3 Ops, 4 Techs

Tower

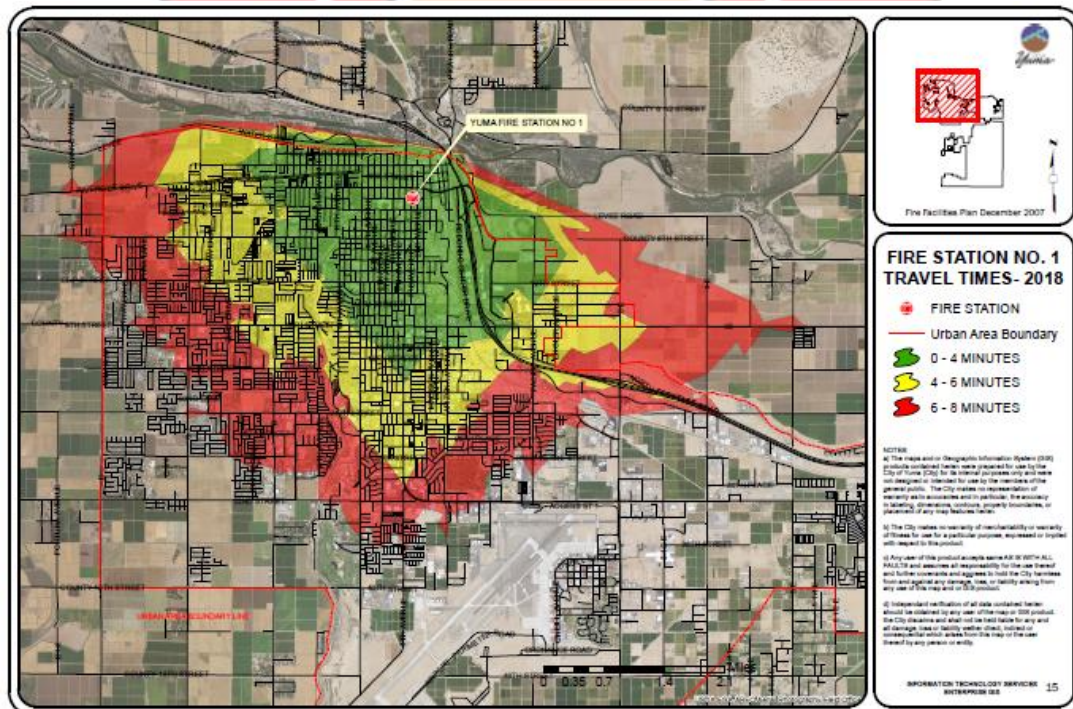
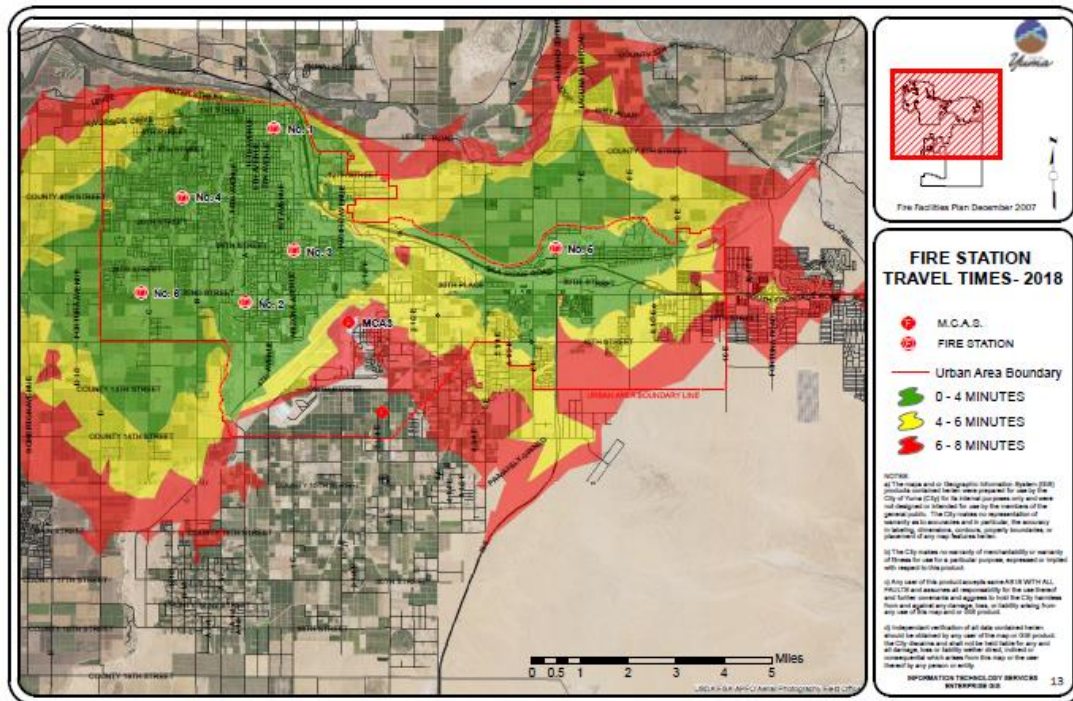
Critical Task	Number of firefighters necessary to complete task	Certification Level
Incident Command	1	1 Ops (Duty Chief)
Tower Ops	1	1 Tech
Safety	1	1 Tech
Rescue	1	1 Tech
Mainline	1	1 Tech
Belay	1	1 Tech
Back-Up Team	3	3 Techs
Personnel Needed	9	1 Ops, 8 Techs

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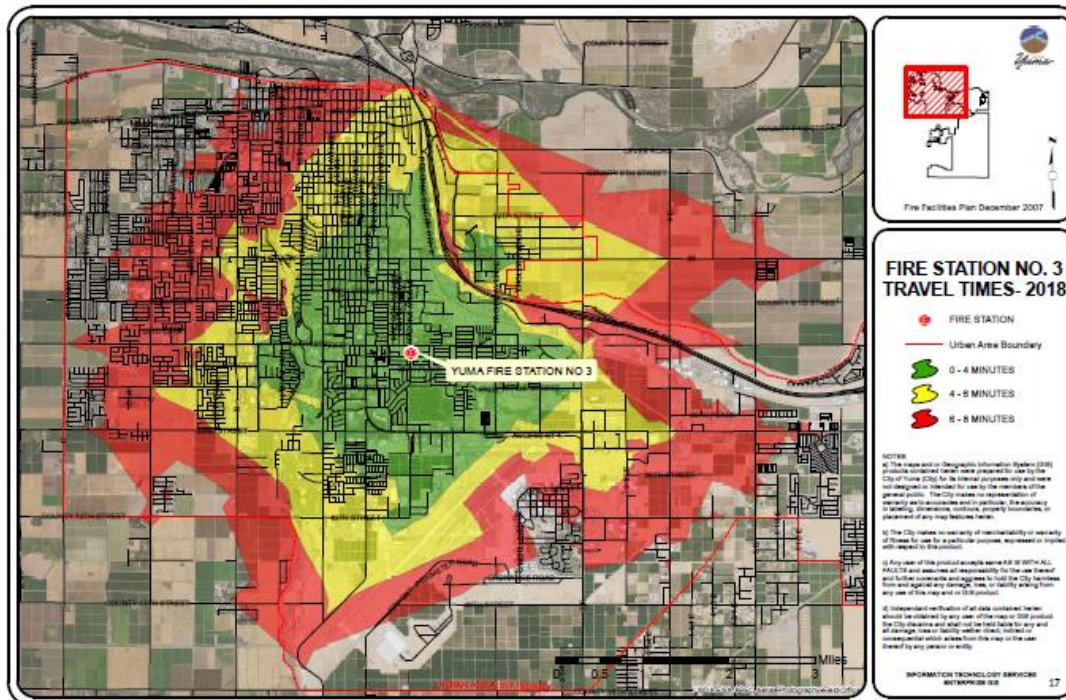
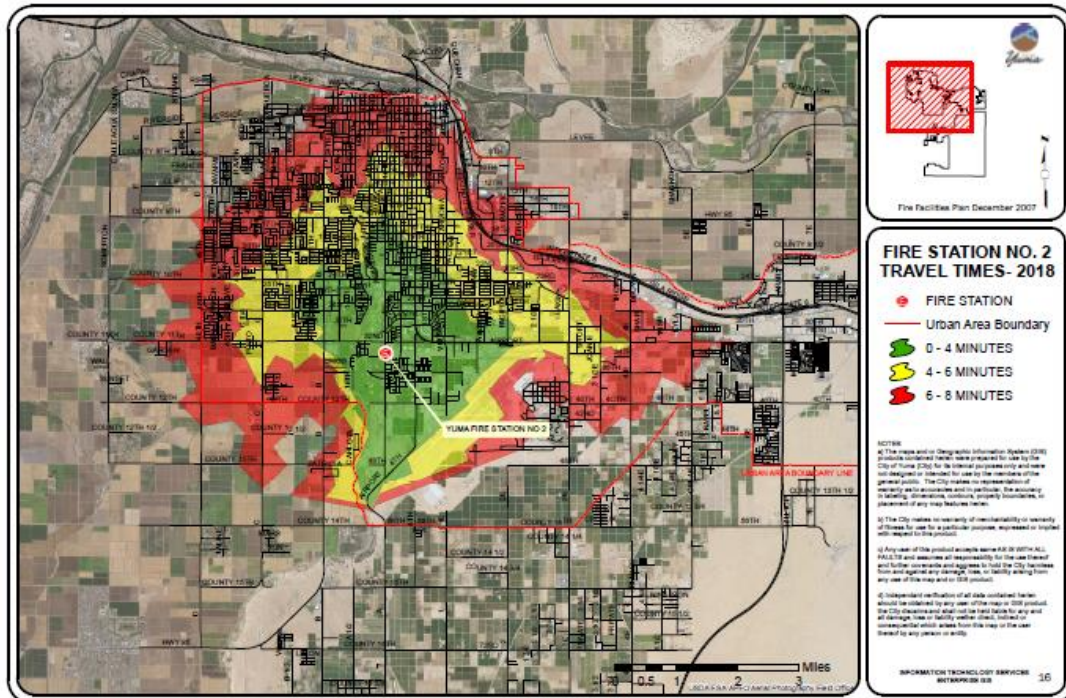
Appendix C: Response Maps

Fire Station Travel Times (2018)



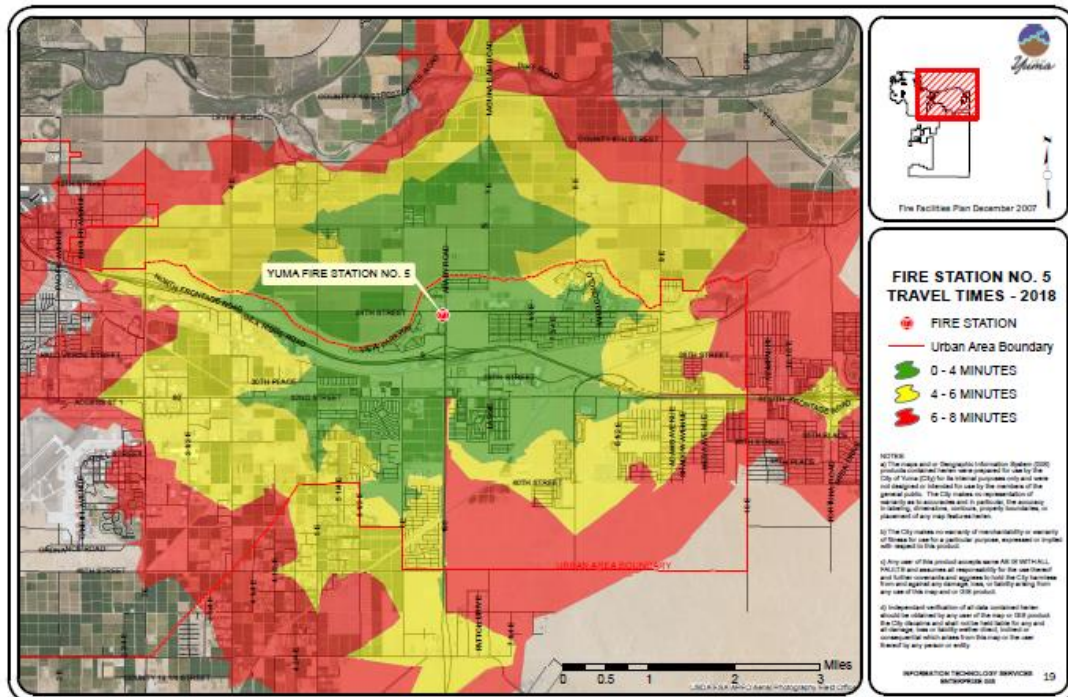
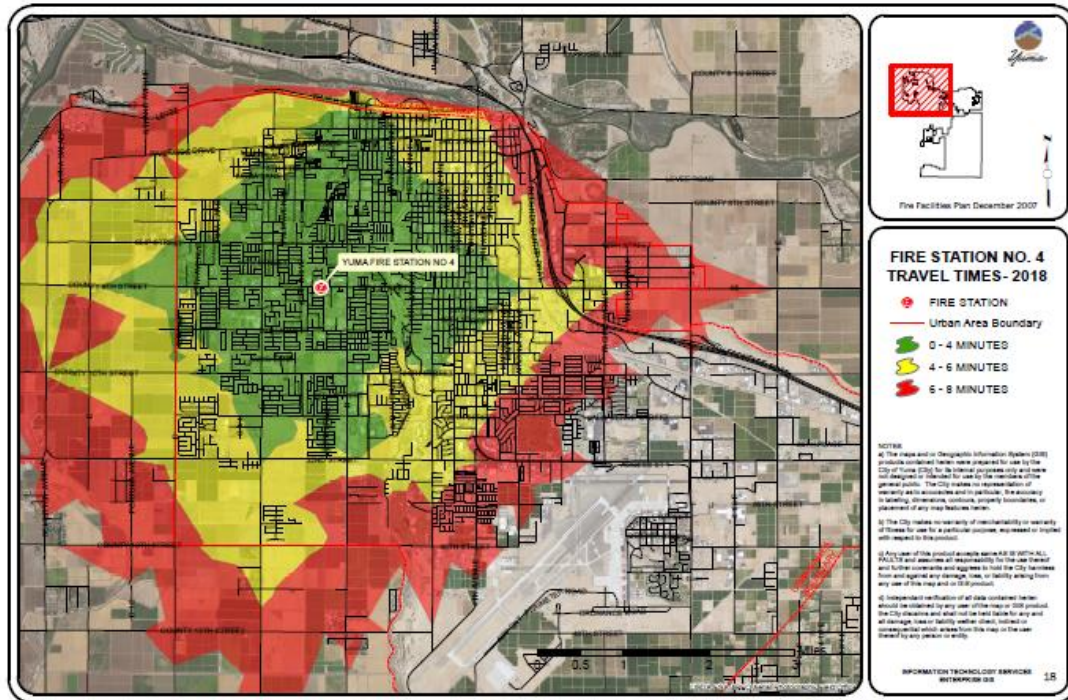
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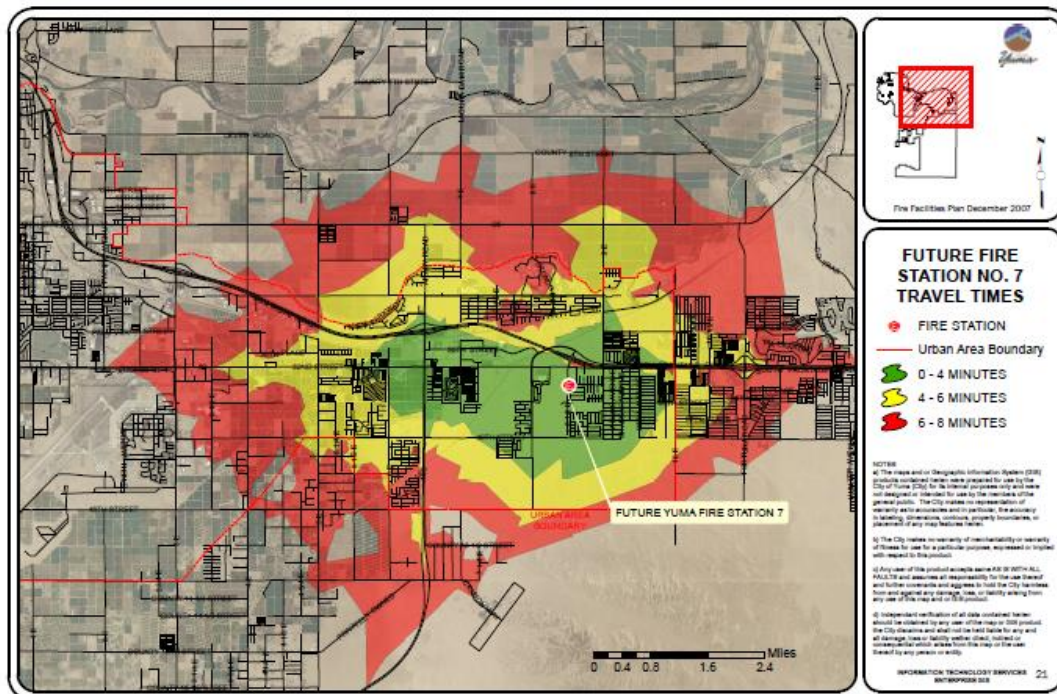
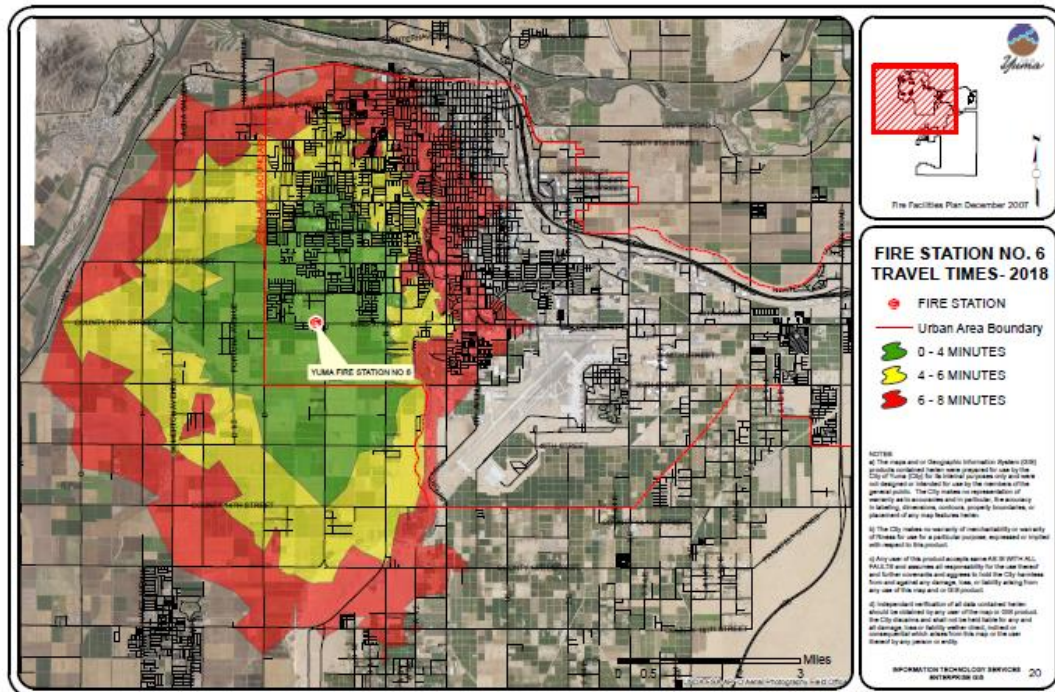
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